COMMUNITY LIBRARY NEEDS ASSESSMENT

Richmond Branch Library
San Francisco Public Library

BRANCH LIBRARY
IMPROVEMENT PROGRAM

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SAN FRANCISCO PUBLIC LIBRARY

RICHMOND BRANCH LIBRARY

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I.   INTRODUCTION AND EXECUTIVE SUMMARY

The Richmond Branch is a 1914 Carnegie Library located between Geary Boulevard and Clement Street facing both 9th and 10th Avenues. It is a two-story facility badly in need of renovation, both to correct the very serious seismic and accessibility deficiencies and to bring a tired, heavily used building back to the glory of this Carnegie's historic significance and the community's devotion indicate it deserves. It is a good example of Classic Revival with it's symmetry, towering monumentality, and ornamentation.

Fortunately there is adequate property to add a 4,000 square foot addition to the 9,820 existing square feet to enable the library to provide more space for services the community has indicated it needs as well as to enable the staff to work more efficiently and effectively. There is a longer term opportunity to add up to 10,300 square feet of space on the 10th Avenue side if needed at a point in the future.

In 2001, the San Francisco Public Library (SFPL) initiated an extensive planning process to identify the public library services needs of the Richmond community. The needs assessment included key informant and staff interviews, user surveys, library sponsored community meetings, focus groups, a four-day design workshop, presentations at other community meetings, as well as collection and analysis of demographic data.

The Richmond Branch Library is located in a mature neighborhood with a service area population of 47,405. The population is slated to grow by 5% by 2020 and the school-age population will increase by 6%. The community is ethnically diverse with 40% of the population Asian American; the other most significant population group is the Russian speaking community, many of whom are new immigrants. The public school student population is 2,595 with an additional 900 students in private schools.

The Richmond Branch Library is the second busiest branch in the SFPL system, measured by the number of both adult and children's materials circulated. With a collection of 70,843 items, the most recent annual turnover rate was 6 circulations per item. In 2002/2003, 439,029 items were checkout out from the Richmond Branch Library. There is a high use of the library for reading, research, study and programs.

The residents of the Richmond community identified the following primary library service needs.

1. The Library as Commons or Community Focal Point
   Community members see the Richmond Branch Library as a defining element of the community. They identified the need to strengthen the role of the library as a civic and community institution by providing the library with program room and a specific space for more local community information, both of which will expand the library's ability to serve as a community gathering place. In addition, the green space surrounding the library, the landscaping and the children's play area are very important components in the environmental quality and general atmosphere of the community.

2. Expanded Services for Children
   Residents have a strong desire for a children's area that serves as a "destination space" where parents and caregivers can bring children to spend time attending programs, browsing and engaging in activities at the library. Library users asked for more variety in activities for children such as reading groups and homework help, more variety in the spaces available such

as informal seating and an adequate program room as well as opening the children's area of the library the same hours as the adult area. Currently, the Children's Room is open 50 hours per week, while the main area of the library on the second floor is open 55 hours per week.

3. Creation of a Teen Space
   A second important component of the expansion of youth services is the creation of a specific teen area. Teens want an informal, teen centric place to call their own where they can have popular reading and audiovisual materials, use computers, meet their friends and study. Teens in the focus groups talked about the need for a "safe" place.

4. Expand Access to Technology
   Improved access to technology and technology-based resources includes more computers for the library overall. The community focused particularly on the need for additional computers for children and teens, to enable them to be successful in their educational programs and preparation for life success. Providing computer training was seen as a priority.

   The needs assessment revealed the need for more computers and for training in how to use various search tools, data bases and programs. Although the majority of the 748 library users surveyed in November 2001 reported that they had computers (72%) and access to the Internet (60%) at home, over one-third used the library's computers and half of those connected to the Internet.

5. Increase Collections
   Library users expressed a desire for an increased collection including more materials in Chinese and Russian and expanded collections in non-book formats.

6. Welcome Seniors
   Meeting the needs of the senior population by providing better physical access to the building, comfortable appropriate seating and better display of materials of interest to them is a priority for this growing population.

In order to provide these services, the Richmond Branch Library requires more space and more flexibility in the use of the various spaces. There is currently no space to expand collections or even display existing materials well. Staff offices and workstations are completely inadequate and the building telecommunications infrastructure is incapable of handling an adequate number of computers. Programming is limited by the lack of a program room and there is no room to develop space for teens.

Physically, the building has the highest seismic hazard rating of level 4 and most definitely does not meet Americans with Disabilities Act requirements. The entire upper level is inaccessible to wheelchairs, as well as the public restroom on the lower level.

The planned building of 13,820 square feet will allow the library staff to provide greatly enhanced services, especially more materials, more technology, a teen room and to meet the community's desire to have a community program room and gathering place. The Richmond Branch Library can truly become a "destination site".

Following the outcome of Cycle 2 review, this needs assessment has been carefully reviewed, revised and expanded.

II.   ASSESSMENT METHODOLOGY

A.   Executive Summary

In August 2000 the San Francisco Library Commission authorized the City Librarian to work with the Department of Public Works, Bureau of Architecture, to develop the *Branch Facilities Plan*, a strategic plan to guide the planning, design and construction of library facilities for the next twenty years.

The Richmond Branch, a 1914 Carnegie Library, was identified as being in need of renovation to meet seismic and accessibility standards and as the only City-owned library in the 26 branch system for which land was available for an expansion of any meaningful size.

In November 2000, the voters approved the $106 million Branch Library Improvement Program to fund the Branch Library Improvement Program. Although it was a large bond measure, an additional $10 million is needed to totally fund the 24 projects. Raising the $10 million to complete the Branch Library Improvement Program is the focus of significant effort by the City and Library. Additionally, the Friends and Foundation of the San Francisco Public Library have launched a capital campaign to raise $16 million needed for furniture, fixtures and equipment for the 24 branch library projects.

The planning for the Richmond Branch Library expansion, restoration and renovation began with the understanding that the Richmond Branch Library is a 9,820 square foot 1914 Carnegie Library scheduled to expand by 4,000 square feet to a total gross building size of 13,820 square feet and that the branch has been nominated an historical landmark by the City. These factors shaped both the architectural design and the services and program planning.

In 2001 and 2002 extensive community work was undertaken to assess the needs of the Richmond community for current and anticipated library service needs through the following activities:

1.   Review and analysis of Census 2000 and other demographic data. This information appears in Section III, Community Analysis.

2.   Key informant interviews with leaders of nine community organizations.

3.   Community meetings sponsored by the library in February, June, and August 2002 and February 2003 attended by approximately 162 residents.

4.   Supervisor Jake McGoldrick held a Town Hall Meeting, October 25, 2003, specifically on the Richmond Branch Library project and the grass-roots effort to rename the branch library in honor of Senator Milton Marks.

5.   Focus groups and community meetings held as part of a Richmond Design Workshop June 6-9, 2002. The focus groups involved approximately 30 citizens, and the two community workshops approximately 70 attendees.

6.   Staff presentations at meetings of the Planning Association of the Richmond and the Richmond District Community/Police Forum.

7. A Richmond Branch Library Survey conducted November 2001 with 748 in-branch responses and 82 out-of-branch responses; the survey was available in English, Chinese and Russian.

8. Review and analysis of the David Binder in-depth Research Study on resident's opinions and preferences for branch libraries, which included focus groups and a survey, completed in 2001 for the San Francisco Public Library.

9. Analysis of the Richmond Branch Library current usage data and meetings with staff regarding their knowledge of the Richmond community's library services and facility needs. This information appears in Section IV Library Service Needs.

10. Review and evaluation of pertinent information in the *San Francisco Public Library Strategic Plan 2003-2006*[1]

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[1] Approved by the San Francisco Public Library Commission on October 2, 2003 and included as Appendix A.

B.   Planning Effort and Input Strategies

1.   Community Interviews

The Library undertook a number of specific planning activities for the Richmond Branch Library. The consultant and branch manager interviewed leaders of nine local community organizations in late 2001 to ascertain their perceptions of community needs that the library could meet. Leaders of the following groups were interviewed:

- Community Youth Center, San Francisco
- Laurel School (for students with learning disabilities)
- Presidio Community YMCA, Richmond Site
- Russian American Community Services
- Richmond District Neighborhood Center
- Richmond Neighborhood Coalition
- Richmond Recreation Center
- Richmond Senior Central
- Richmond Village Beacon Center

The respondents emphasized the following needs:

- A community focus by providing space for more local community information
- A community program room available for use by community groups
- A comfortable and safe place for teens and seniors
- More space for studying
- More computers
- A desire for the children's area to be open the same hours as the adult area of the library
- More activities for children such as reading groups and homework help

Interview reports are included as Appendix B.

2.   Staff Interviews

The staff met with the consultant to share their knowledge of the community and the following needs were identified:

- More books
- More seating
- Programming space
- Study spaces for teens
- Computer programs in multiple languages
- Computer assistance for older adults
- More outreach to schools and preschools

3.   Community Meetings

In February 2002 a community meeting was held to gather comments on initial planning for the expansion, restoration and renovation. Approximately 70 people attended and raised a variety of issues about the potential design options and space allocations. It was clear that a community consensus was lacking at this point. A four-day design workshop (see section #4, below) was organized to address these concerns.

Another community meeting was held to discuss landscape design on August 29, 2002. The landscape architect and library staff presented options for landscaping the property to 27 residents. Input generated from the meeting was used to refine the landscape design. Integral to the concerns of the residents was the need to incorporate a new play area into the 10th Avenue landscaping.

Administrative and branch staff also attended several local community meetings to report on the planning process and invite additional input. Staff attended meetings of the Planning Association of the Richmond and the Richmond District Community/Police Forum.

On February 13, 2003 a community meeting was held to present revisions and refinements to the design of the project, including exterior, historic preservation, the new additions, landscaping, accessibility, and interior spaces. A floor plan of each floor was reviewed in detail with the public, informing them of how the use of space reflects the outcome of needs identified in the Richmond Community Library Needs Assessment. The community was pleased with the outcome and confirmed the direction taken for their library.

Supervisor Jake McGoldrick held a Town Hall Meeting, October 25, 2003, specifically on the Richmond Branch Library project and the grass-roots effort to rename the branch library in honor of Senator Milton Marks. On January 6, 2004, the Library Commission, based upon high community advocacy, authorized the renaming of this branch library. Upon reopening, the library will be identified as: Richmond/Senator Milton Marks Branch Library.

The community meeting notes are included as Appendix C.

4.   Design Workshop

To build a community consensus, a design workshop was conducted by Stoner Meek Architecture & Urban Design June 7-9, 2002. The process involved extensive public involvement in focus groups and two community meetings as well as the contributions of city and private architects, library staff members, the library consultant, a cost estimator, a consulting engineer and an historical preservationist. The design workshop had three segments: preliminary research preceding the workshop, community focus groups and design exploration of four concepts and public presentations. Four citizen focus groups: parents, seniors, adults and teens discussed how they see the library, how they use the library and how they wanted the library expanded.

The focus groups met on the first day of the workshop and shared their findings with each other. The following is summary from the Design Workshop Final Document[2].

Life in the Richmond district is about weather, pockets of sunlight and accommodating a diverse, multi-linguistic, multi-ethnic neighborhood. Many of those who participated mentioned that they walk to the library. For some it was for lack of parking, but for many others, the library was a part of their active, weekly routine.

The "historical sense" of the building, the "dignity and grandeur" of the Adult Reading Room and the 9th Avenue Entrance was important to participants in all of the focus groups. The function of the library, the relationship between the internal (rooms) and external (grounds) and the role that the library served as a place today, was most important.

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[2] The Design Workshop Final Report is included as Appendix D

The Parents Focus Group described the Richmond Branch Library as *a "destination place" where you go to spend a few hours each week with your children. They talked at length about its direct physical and visual connection to the outside play space. They are concerned about the relationship between the Children's Room and the playground. They want a library that is a place for play and reading activities for children, with natural light. They also want it to be a comfortable, relaxed, intimate space that is easy for children to use.*

The Adults Focus Group *talked about the importance of the library as a "community place," with a "decent sized public room for children's use, lectures and teens." They placed an importance on community features like bulletin boards. They want the library to be a place that is "accessible from the outside." Comfortable seating is an important feature for this group, as is the quality of the books and the presence of great literature in the library collection.*

The Teens Focus Group *views the library as a place for learning, helping, and having fun. They clearly want their own space at the library. They see their interests as somewhere in between the adults and the children. They are clearly an interactive generation who want access to the latest technology. Their lives are also in flux; they are thinking about the future and grappling with issues facing their peers. Their ideals for the library were clearly more about essence than design. They want a place where they can collaborate and communicate with their peers. They also want the library to serve as a "haven" or "safe-house," where teens can come for support, counseling and guidance.*

The Seniors Focus Group *offered several opinions and a good deal of consensus. Above all things the most important to them was function – to ensure that the library works for staff and patrons. Any new design needs to consider circulation and the functioning of the library....They want a place that is comfortable, a pleasant environment, with a connection to the outdoors. They like the traditional feeling of the main reading room and the accessible, "easily understandable" arrangement of materials.*[3]

On the second day, the design team presented the work of the focus groups at a community meeting attended by 37 people, including 17 members of the general public. The meeting focused primarily on the design schemes for expanding the building while maintaining the historical sense. The attendees were enthusiastic about the selected "wings" model and asked questions about increases in services and spaces for seniors, children, teens, computers and video conferencing, as well as increases in and improvements to the book collections.

The final day of the workshop was a community meeting presenting the results of the design workshop attended by 33 people, including 17 members of the public. Nina Dunbar of the City's Art Enrichment Program engaged the public in a discussion about the possibilities for public art and announced the upcoming establishment of the local Richmond Branch Library Community Artist Selection Panel. The workshop facilitator, Jill Stoner, reviewed the design process and presented the key points from the focus groups. Ellen Carr, Richmond Branch Library's representative on the Council of Neighborhood Libraries (a volunteer public advisory group working on behalf of the branch library system) and a focus group member, reported on her experiences with the process. Ron Miguel, President of the Planning Association for the Richmond, commented upon his concern about the need for more light in the lower level children's area and the design solution suggested.

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[3] Stoner Meek Architecture & Urban Design, Final Document, Richmond Branch Design Workshop, unpaged.

Community members were pleased with the outcome of the Design Workshop and supported the scheme and model developed. The Library staff and consultants feel confident that a community consensus was reached concerning both the design and the basic services and spaces being planned for the renovation/expansion.

5.   Richmond Branch Library Survey

In November 2001, a user survey[4] was conducted with 748 in-branch responses and 82 out-of-branch; the survey was available in English, Chinese and Russian.

The in-branch survey was distributed during 17 different time periods on 12 days. The respondents were 20% under 20, 68% between 20 and 64 and 12% 65 and over. When asked what they would like to see in the expanded branch:

- 76% said more books
- 52% more non-book formats
- 45% more computers
- Followed by more spaces for adults, teens and children, quiet study areas, and a public community program room

As a clear measure of the diversity of the community, 42% of respondents reported that they used materials in languages other than English. Another 37% used a library computer, about half for the Internet and half for the library catalog and subscription databases, although 72% reported a computer at home and 60% an Internet connection.

The out-of-branch respondents were primarily teenagers. Of these respondents, 83% requested more materials in non-book formats, followed by 76% requesting more computers and more books. Interestingly, 44% reported using materials in non-English languages.

6.   David Binder Research - Branch Library Focus Groups[5]

The San Francisco Public Library worked with the Department of Public Works, Bureau of Architecture, to develop the *Branch Facilities Plan* during 2000 and 2001. The Library Commission accepted the *Plan* in January 2002. The plan includes a survey of the conditions of the existing facilities, a survey of community needs, a functional program for branches and design guidelines for new and existing branches including a special section on historical rehabilitation for Carnegie Libraries.

A key segment of the *Branch Facilities Plan* was the commissioning of David Binder Research to conduct focus groups to ascertain the needs of San Franciscans to guide the branch renovation projects. The research of David Binder was comprehensive, including the entire city branch system in the scope of work.

Four focus groups represented library users:
- Teens (under 18)
- Generation Y (18-24)
- Parents with children at home
- Seniors

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[4] The community survey results summaries are included as Appendix E.
[5] The David Binder Research Study is included as Appendix F.

The fifth group was San Francisco residents who had not used the library in the past year. The key findings were:

General Library Usage
- A wide range of use patterns were reported, with many noting that branches were used because of proximity and ease of access, whereas users visited the Main Library for specific research projects.
- Each focus group prioritized books, particularly more up-to-date books, as a key service priority for the Library.
- Many participants also depended on the Library for computer access.

Branch Library Physical Improvements
- The most common criticism of the branches was lack of space and poor physical maintenance.
- The most common suggestion for change in the branches was the provision of more comfortable cushioned seating and lounge areas for reading and more natural lighting.

Branch Library Service Improvements
- The most commonly suggested improvement was that the Library provide more up-to-date books and more copies of popular titles.
- Parents and seniors expressed concerns that branch hours were inconsistent. They suggested more hours and a more regular schedule of hours. *Hours of service for branches will be addressed in 2004 as part of the Library's obligation incorporated into San Francisco's 1994 Proposition E, that established the Library Preservation Fund, which supports Library operations. All library service areas in the Richmond Branch Library will be open on a consistent schedule after the branch expansion, restoration and renovation is complete, rather than the present more limited public service schedule for the Children's Room.*
- Many participants suggested that the branches engage in more community outreach, letting local neighborhoods know about all their activities and services.

Modern versus Traditional Library
- Although the tension between the "library of my youth" and the modern library with many computers and online services was acknowledged to be a complex issue, most participants wanted a modern library with up-to-date books in a well-designed, well-lit building.
- Although some participants desired an historical environment with an emphasis on wood, whereas others desired a more modern environment with metal and glass, they all expressed a desire for a book-centered environment with plenty of reading space.

Library Features (Participants were asked to rank various features of the library.)
- Most participants felt that the Library was safe and clean with adequate space for children. They also felt that staff was courteous and helpful.
- Participants were not quite as sure whether the Library had enough accessible materials or computers or space for teens.
- Participants felt the restrooms were not clean or accessible and there was not adequate space for community meetings.

Potential Service/Building Improvements
- Most participants expressed support for self-service activities, like Express Checkout and self-sorting of materials when returning. *These elements will be featured in the renovated Richmond Branch Library.*
- Most participants indicated they desired larger multi-stall single gender restrooms, although when forced to choose between space for materials and restroom space, they chose the smaller, unisex, single-stall restrooms to allow more room for books. *Multi-stall single gender restrooms are included in the expansion, restoration and renovation of the Richmond Branch Library. Additionally, there will be a single-stall ADA compliant Family Restroom in the children's area of the lower level.*
- Most participants indicated they wished to keep information and checkout desks separate, although, similar to restrooms, when forced to choose between space for materials and space for desks, they chose to combine the service desks. *It is recommended that Richmond have two combined information/circulation desks, one on each building level, in order to provide the most square footage feasible for public use, while creating efficient combined information/circulation desks.*
- Participants were mixed on computer space. Whereas older users favored a separate space for computers, younger users wanted computers to be located throughout the library, adjacent to other types of resources. *Richmond residents indicated a need for more computers to access information resources throughout the building.*

7. *Public Art*

The Branch Library Improvement Plan (BLIP) Art Enrichment Master Plan, developed by the Arts Commission and the San Francisco Public Library, describes the process for managing the creation and integration of artwork into the new and renovated branch libraries. A two–tiered artist selection process established a pre-qualified artist candidate pool of eligible professional artists working in a variety of appropriate media selected through an open competition. Community and client panels then selected the artist whose approach and medium were most compatible with the architectural and neighborhood characteristics of each branch.

The Richmond Branch Community Artist Selection Panel included three elected Richmond District community members: Elaine D. Cahn, Ellen Carr, and Terese Soens. Tim Williams, the Richmond Branch Manager, and Philip Sowers, Bureau of Architecture, also served on the panel. The panel reviewed slides of previous artwork and other application materials by artists from the candidate pool and selected 3 artists: Scott Donahue, concrete sculpture and reliefs; Johanna Poethig, tile mosaics; and Cork Marcheschi, lighting and metal sculpture

After presentations by the artists and a public exhibition, the panel selected Scott Donahue. Scott is creating two sculptures measuring 50" across, formed as a shallow cast bronze dome on a concrete base. Small ceramic "jewels" that narrate the transportation modes of Bay Area immigrants throughout the centuries will be inset to the bronze. The sculptures will be placed in the landscaped area in the front of the building at hand height, compelling people to touch them.

III.   Community Analysis

A.   Executive Summary

San Francisco is a city of well-defined neighborhoods and each of the Library's twenty-six branches, constructed or leased between 1914 and 2000, serves a specific neighborhood. The Richmond Branch Library has provided library service from the current location for 90 years, opening in 1914. The Richmond Branch Library service area is an irregularly shaped area north of Golden Gate Park bounded by Fulton on the south, 25th Avenue and the ocean on the west, the Golden Gate Bridge and San Francisco Bay on the north and an irregular eastern border of Lyon, Pacific, Arguello, Geary, Masonic on the east.

The Richmond Branch Library service area includes six public schools (five elementary and one middle school), plus five private schools. There are also 11 day care centers and five after school programs. The public schools all have libraries although the elementary schools are only staffed on a part-time basis by paraprofessionals. The private schools have even fewer library resources. Three of them, with a total of 640 students, are located within one block of the library and make use of it regularly. The children's librarians maintain an active program of school visitations with 87 school visits in the schools during the 2002-2003 fiscal year, as well as 131 visits from school groups. For 2002-2003's Summer Reading Program, 782 students participated. The University of San Francisco is located in the Richmond service area, although it has minimal impact on branch use because of its own libraries and other academic resources.

As to be expected in a long-established neighborhood, the Richmond District is replete with community organizations. These numerous organizations provide great opportunities for community partnerships. Representatives of community organizations particularly emphasized interest in working together on youth and senior activities.

The Richmond Branch Library service area population is 47,405 according to the 2000 U.S. Census which is almost unchanged since the 1990 Census. Although the Richmond Branch Library service area is a mature neighborhood expecting approximately 5% growth between 2000 and 2020, it is important to note that an increase of almost 6% in school-age children is projected as well as an increase of almost 11% in residents 45 years and older. It is important to note that despite a comparatively small percentage of children in San Francisco and the Richmond district, this library has extremely heavy use by children, the highest in the branch system for 2001-2002.

San Francisco is more diverse than even the diverse state of California, with just over 50% of the population identifying itself as belonging to a minority group. Richmond shares this diversity, although the percentages for specific ethnicities differ from the San Francisco average. The Richmond Branch Library service area has a higher concentration of Asian Americans than the city as a whole, almost 40% compared to the City's 31%. The majority of the Asian Americans in the Richmond district area are Chinese, who make up more than 27% of the population. In addition to Chinese residents, the other most significant population group is the Russian speaking community, as the circulation statistics testify.

The six Richmond area public schools have a student population of 2,595; ethnically the schools vary from 53% to 74% Asian, with Anglo/White as the next highest group with between 9% and 27% of the students. The Academic Performance Index scores for the schools are in the 700's and 800's. There are also 925 students enrolled in private schools; a 3:1 ratio of public to private students.

The Richmond area has a high education level with 53% of the residents holding a college or advanced degree compared to 45% in San Francisco overall; at the other end of the scale, 14% have not graduated from high school, compared to 19% in San Francisco overall. There is no literacy information available for branch library service levels, however San Francisco has a higher percentage of people at Level 1, very limited literacy, than either the state or nation.

A little over half (52%) of Richmond area residents work in management and professional occupations with sales and office occupations the second highest category at 27.4%.

Despite the high per capita income by national standards, the Richmond area income of $38,549 is lower than the area per capita incomes. Over nine percent of individuals and five percent of families have incomes below the poverty level. The unemployment rate for the Richmond area was 3.7% in 2000. The median property value in the Richmond area is $714,750.

San Francisco is a city of renters, with 65% of all City housing units occupied by renters, in contrast to the United States as a whole with 34% renters. In the Richmond district it is even higher, almost 70% of housing units occupied by renters.

The City and County of San Francisco and the San Francisco Public Library fund and share responsibility for all 27 public library facilities in San Francisco, including the Richmond Branch Library. Representatives from a variety of government agencies, community and business interests, as well as general members of the public are represented on the Branch Library Improvement Program Advisory Committee and the Council of Neighborhood Libraries. The San Francisco Public Library Commission is the direct policy setting board and directly oversees implementation of the Branch Library Improvement Program.

B.   Service Area

The Richmond Branch Library service area is an irregularly shaped area north of Golden Gate Park bounded by Fulton on the south, 25th Avenue and the ocean on the west, the Golden Gate Bridge and San Francisco Bay on the north and an irregular eastern border of Lyon, Pacific, Arguello, Geary, Masonic on the east[6]. The eleven Census tracts included in the Richmond service area are 156, 157 (50%), 401, 402, 426, 428 (20%), 451, 476, 477.01 (50%), 477.02 (50%) and 601. Although not in the geographic center of the service area, the Richmond Branch Library is centrally located mid-block between two primary commercial streets, Geary Boulevard and Clement Street, fronting both on 9th and 10th Avenues.

The service area is densely settled throughout the entire area except for the Presidio. The housing is single family, condominiums and apartment buildings.   The population has remained quite stable over the past two decades, reflecting the mature urban density of the service area.

The main commercial streets are Geary Boulevard and Clement Street with numerous small businesses serving the ethnically diverse population. The major employers are the French Hospital Campus, Kaiser Foundation with 300 employees, the San Francisco School District with an estimated 200 employees at 6 schools in the service area and the University of San Francisco (USF), with 1,310 faculty and staff. As USF is located on the far periphery of the Richmond Branch Library service area and draws employees and students from throughout he Bay Area, there is little reason to believe it has a significant impact on the Richmond Branch Library.

The Presidio, the former army base that is now a national park, is the great unknown. It will be undergoing many changes in the next decade. Some of these changes will remove housing and other structures to provide more recreational and open space and others will include redevelopment of existing facility areas. However, the impact on the Richmond Branch Library will be limited because the closest area to the branch is and will remain the Presidio Golf Course. The main developed areas of the park are in the northeast section and there are no entrances/exits to the Presidio road system in the vicinity of the branch. The former Public Health Service Hospital area, Planning Area 5, located northwest of Park Presidio Boulevard with access from 14th and 15th Avenues, is slated to be developed as a self-contained campus of approximately 400,000 square feet. The plans indicate that the preferred uses include educational, institution, or conference facilities and/or housing.   South Hills, Planning Area 7, located north of the golf course, is slated to undergo removal of a significant number of non-historical buildings and associated streets to restore open space. [7]

The recently announced Letterman Digital Arts Center, which will be developed by Lucasfilm Ltd., is located on the site of the former Letterman Army Hospital complex in the far northeast corner of the site; any possible library service impacts will affect the Marina and Presidio branches rather than the Richmond branch.[8]

The San Francisco Public Library may develop future plans for a branch facility in the Presidio as the area builds out.

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[6] A map of the Richmond Branch Library Service Area is included as Appendix G.
[7] Presidio Trust, Draft Implementation Plan, an updated plan for the Presidio of San Francisco, July 2001, pages 82-83.
[8] *San Francisco Chronicle,* October 11, 2002, p. A17.

C.   Government Agencies and Officials

1.   *City and County of San Francisco*

The City and County of San Francisco is committed to the revitalization of San Francisco Public Library branch facilities through new construction and renovation as shown in the *San Francisco Public Library Branch Facilities Plan*[9] and in the Branch Library Improvement Program.

Completed in 2002, the *Branch Facilities Plan,* supporting the goals of the Branch Library Improvement Program, is an extensive document that sets goals, objectives and standards for the renovation of existing branch library facilities and the planning and design of new ones. The *Branch Facilities Plan* calls for a restoration, renovation and expansion of the Richmond Branch Library.

The following departments collaborated closely with the Library to create the *Branch Facilities Plan:*
- San Francisco Department of Public Works;
- Bureau of Architecture;
- Bureau of Engineering;
- Geographic Data Services;
- Bureau of Construction Management; and
- Department of Administrative Services Real Estate Division.

2.   *Mayor/Board of Supervisors for the City and County of San Francisco*

The Mayor and the Board of Supervisors are engaged in oversight and appropriate approvals for implementation of the Branch Library Improvement Program. Jake McGoldrick is the Supervisor of the 1st District which includes the Richmond Branch Service Area. The Finance Committee of the Board of Supervisors reviews and approves appropriations and expenditures for all projects related to the Branch Library Improvement Program, recommending action to the full Board of Supervisors as appropriate.

The Finance Committee is comprised of three members of the Board of Supervisors:

- Aaron Peskin, Chair
- Jake McGoldrick
- Gerardo Sandoval

3.   *Citizen's General Obligation Bond Oversight Committee*

In March 2002, voters approved Proposition F, which called for the formation of a Citizen's General Obligation Bond Oversight Committee to inform the public concerning the expenditure of general obligation bond proceeds by active review, and report to the Board of Supervisors. This group has been formed and the Library reports regularly to them on the status of the Library's bond program.

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[9] See *Library Building Program, Richmond Branch Library,* Appendix H.

In the first annual report of the General Obligation Bond Oversight Committee, in the "Findings and Recommendations" section, it is stated that "The Library bond program staff has demonstrated excellent planning and oversight of financial resources and timelines. Planning includes reasonable contingencies for non-receipt of state grants and provides reasonable reserves for the various elements of the construction/remodeling phases of the bond program."

The General Obligation Bond Oversight Committee is comprised of:
- Sam Yockey, Chair – Appointed by the Mayor – Active in a business organization representing the business community located with in the City
- Pamela S. Jue, Vice-Chair – Appointed by the Controller – Expertise in auditing governmental financial statements or with expertise in public finance law
- John F. Hentz – Appointed by the Board of Supervisors – Active in a community organization
- Terry Micheau – Appointed by the Controller – Expertise in construction management
- Arlene Singer – Appointed by the Civil Grand Jury – Member of the Civil Grand Jury
- Deidre Von Rock-Ricci – Appointed by the Board of Supervisors – Active in a business organization representing the business community located with in the City
- Bill Wong – Appointed by the Board of Supervisors – Active in a labor organization
- Jim Wunderman – Appointed by the Mayor – Active in a community organization

4.   San Francisco Public Library Commission

The Commission is a seven-member citizen's commission appointed by the Mayor of San Francisco. The charge of the Commission is to set policy and to approve the budget for the San Francisco Public Library system. The Library Commission is very concerned that the Branch Library Improvement Program fulfills the promises that have been made to the citizens of San Francisco.

The Library Commission is comprised of:

- Charles A. Higueras, President
- Carol Steiman, Vice President
- Helen Marte Bautista
- Lonnie K. Chin
- Steven A. Coulter
- Fran A. Streets
- Deborah Strobin

The Library Commission established a special monthly meeting, in addition to their regularly scheduled monthly meeting, specifically to review and guide the implementation of the Branch Library Improvement Program. As such, they are engaged in all aspects of the program. Areas of review include -- for examples -- guidance and policy decisions including fiscal responsibilities, public input, responsiveness to community needs and concerns, public art, design excellence, environmental issues and schedules for each project.

5.   *Branch Library Improvement Program (BLIP)Advisory Committee*

In order to provide effective oversight for the program, in addition to the review of the Library Commission, the City Librarian created a public oversight committee.

The BLIP Advisory Committee includes representatives from many stakeholder groups who meet on a regular basis to provide general oversight to the program. Information to be reviewed includes: the schedule of the program; financial reports on bond expenditures; potential partnering opportunities for projects; design issues relating to historic preservation; accessibility and modernization; service issues relating to space and facility design; relocation/temporary services plans during branch closures, and other issues identified as the program progresses.

Currently, there are representatives from:
- Mayor's Budget Office, Dawn Kamalanathan
- Board of Supervisors, vacant
- Library Commission, Helen Marte Bautista
- Department of Recreation and Parks, Yomi Agunbiade
- Department of Neighborhood Services, Denise Castaneda
- Public Works, Bob Beck
- Landmarks Preservation Advisory Board, Tim Kelley
- Youth Commission, Justin Fichelson
- San Francisco Unified School District, Ann Dalton
- San Francisco Public Library Accessibility Panel, Harry Mar
- Council of Neighborhood Libraries, Chet Roman
- Council of Neighborhood Libraries, Melinda Adams
- Friends of the San Francisco Public Library, Glen Ramiskey
- Department of Children, Youth and their Families, Ken Bukowski
- San Francisco Planning and Research Association (SPUR), Peter Winklestein

6.   *Landmarks Preservation Advisory Board (LPAB)*

The City Charter states it is the function of the Planning Commission is to adopt and maintain a comprehensive, long-term general plan for future improvement and development of the City. The Planning Department's mission states: The San Francisco Planning Department is dedicated to public service, the orderly and harmonious use of land and improved quality of life for our diverse community and future generations. The Landmarks Preservation Advisory Board reports to and makes recommendations to the Planning Commission. At the November 6, 2002 meeting of the LPAB, the Board provided an opinion to the Planning Commission that the Richmond Branch Library design proposal meets the Secretary of the Interior's Standards for Historic Preservation.

Current members:
- Ina Dearman
- Paul Finwall
- Nancy Ho-Belli
- Tim Kelley, President
- Jeremy Kotas
- Jonathan Pearlman
- Theresa Picon

- Suheil Shatara
- Elizabeth Skrondal, Vice-President

7.   *Council of Neighborhood Libraries*

In order to create a public library system that best meets the needs of San Franciscans, the Council of Neighborhood Libraries, created in 1988, promotes dialogue among and between the 26 branch libraries, San Francisco neighborhoods and library and city decision-makers by:
- Promoting public awareness about the library system and it services
- Identifying and championing branch needs and working to resolve issues
- Acting as a conduit for neighborhood input

The member of the Council of Neighborhood Libraries that represents the Richmond Branch Library is Elaine Cahn.

8.   *Bureau of Architecture, Department of Public Works*

Marilyn Thompson, AIA, is the manager of the development of the Branch Library Improvement Program and works on the Richmond Branch Library project, as well as all other branch projects. Marilyn coordinated work of other departments in assessing the conditions of the existing building and guiding the planners about the range of possible solutions.

9.   *San Francisco Public Library*

Branch and administrative staff have been involved in the planning process, guiding the needs assessment and programming processes and developing the library plan of service.

Susan Hildreth, City Librarian
As library director, Ms. Hildreth has the prime responsibility for the management of the Branch Library Improvement Program and she has been actively involved in planning meetings with community members and library and other City staff.

The Richmond Library Building Team has many different members with unique roles and perspectives. They are identified as follows:

Susan Hildreth, City Librarian Paul Underwood, Deputy City Librarian	Provide general guidance to project
Donna Corbeil, Chief of Branches	Provides expertise as administrator responsible for system-wide branch services
Tim Williams, Branch Manager Richmond Branch Staff	Provides continual input on community, service and facility design issues
Marilyn Thompson, Bond Program Manager Department of Public Works (DPW)	Provides oversight to this project and all other branch projects
Mindy Linetzky Bond Program Administrator Bureau of Architecture Department of Public Works (DPW)	Provides coordination of all projects and public outreach efforts.

Philip Sowers, Bureau of Architecture (DPW)	Staff architect on project, prepares all design documents
Kwan/Henmi Interiors	Provides interior design expertise
Dallas Shaffer	Provides expertise in developing the needs assessment and library plan of service
Drew Harrington	Provides expertise on collections and services

These individuals have worked together very well in developing this project. Their collaboration is strategic and is often based on the particular topic under discussion. The key design team includes Paul Underwood, Donna Corbeil, Tim Williams, Philip Sowers, Dallas Shaffer, and Drew Harrington. Paul, Dallas, Donna and Tim have worked intensively to conduct the community needs assessment. Dallas, Drew and Paul have collaborated in producing the needs assessment, the library service plan and the building program. The Richmond Library Building Team has strategically consulted with Drew Harrington and Dallas Shaffer, particularly on the development and size of the collections. Philip Sowers, with the guidance of Marilyn Thompson, works closely with Donna, Paul and Tim in developing the conceptual plans and required service adjacencies for a functional and inviting facility. The staff at the branch has been involved in all design discussions and is well-represented by Tim at design team meetings.

Following the outcome of Cycle 2 review, this needs assessment, the building program and the plan of service documents for the Richmond project have been carefully reviewed, revised and expanded. The Team has continued to provide thoughtful, detailed and analytical work in jointly preparing all documents.

D.   School Agencies

Six public and five private schools are located in the Richmond Branch Library service area. The public schools are:

- Alamo Elementary
- Argonne Elementary
- McCoppin Elementary
- Peabody Elementary
- Sutro Elementary
- Roosevelt Middle

The Richmond Branch Library also serves many students from Presidio Middle School and Washington High School, which are just outside the service area boundaries.

The private schools are:

- Challenge to Learning
- Hebrew Academy of San Francisco
- Laurel School
- Star of the Sea
- Zion Lutheran

According to the State Department of Education website, in San Francisco almost one-third of students are in private schools, compared to one-tenth statewide.

The following information on the schools and their libraries has been gathered from the San Francisco Unified School District website and staff visits to the schools.

Public Elementary Schools

- Alamo, 250 23rd Avenue, 689 students, well equipped library with many current materials and an experienced paraprofessional who works nearly full time.

- Argonne, 680 18th Avenue, 378 students, a good, well-designed library with many current materials. Staffed by a paraprofessional 15 hours a week.

- Frank McCoppin, 5651 6th Avenue, 294 students, a small library with paraprofessional staffing 15 hours a week, collection needs weeding.

- George Peabody, 251 6th Avenue, 205 students, a small library staffed by a volunteer 15 hours a week, need more current materials.

- Sutro, 235 12th Avenue, 252 students, a small library which needs weeding and more current materials.

Public Middle School

- Roosevelt, 460 Arguello, 794 students, good, but small book collection, computer access, staffed by a full time librarian.

In addition, the Richmond Branch Library serves many students from Presidio Middle School and Washington High School, located just outside the branch's service area.

Private Schools:

- Challenge to Learning, 924 Balboa, 30-40 emotionally disturbed students, ages 10 and up, no library.

- Hebrew Academy of San Francisco, 200 students pre-kindergarten through high school, small library with no professional oversight. The Jewish Community Library is next door and used for religious, historical and fiction needs.

- Laurel School, 350 9th Avenue (across from the library), 85-95 students with learning disabilities, pre-kindergarten through 8th grade, small library of donated materials. School utilizes the public library regularly.

- Star of the Sea Elementary School, 360 9th Avenue (across from the library), 320 students K-8th grade, good library with new materials added regularly, staffed by a skilled paraprofessional three days a week.

- Zion Lutheran School, 495 9th Avenue, 230 students K-8th grade, no library, former library materials housed in classrooms.

Home Schooling:

- Parents and caregivers that haven chosen to teach their children at home includes many families in the Richmond area. Library staff will focus on targeted outreach to home schooling families. The expanded, restored and renovation Richmond Branch Library will provide support for the needs of residents who home school their children, including more focused curriculum support with the book and materials collection offered by the library.

In addition there are 11 day care centers and 5 after school programs.

Service needs that the library may be able to work collaboratively on with the schools include areas of concern from educators such as:
- Reading level concerns for students within particular ethnic groups;
- Academic achievement;
- Parent and community involvement with the schools;
- Low literacy levels; and
- Low mathematics levels.

When asked how the library could help in resolving some of their challenges, educators indicated:
- Teens need a safe and welcoming place to go in the community, with programs that respond to their needs;
- More technology-based resources are needed in the library;
- Provide materials, as well as guidance in using them, to increase reading levels in both English and the children's native languages (primarily Chinese, Russian, and Spanish);
- Work with school staff to orient children in library use, especially the computer catalog and library databases;
- Promote recreational reading, using special programs, during school vacations, to maintain or increase children's reading levels;
- Promote use of non-fiction materials, including books, videos, audiobooks, and electronic sources, to provide a wide variety of options to children with a range of learning styles, including visual and oral;
- Consult with teachers on changes in the standard curriculum so that materials purchased can enhance school library collections;
- Whenever possible, assist paraprofessionals in school libraries in weeding of outdated and inappropriate materials.
- Meet with school administration and/or school librarians annually to discuss mutual needs;
- Continue to contact teachers to provide feedback on the availability of materials on the subjects assigned by them, and to update them on newer resources as they become available;
- Provide schools with lists of relevant new titles in their subject areas;
- Continue to invite classes to visit the public library for an introduction to collections and services;
- Invite teachers, school library staffs, and administrators to a discussion of Newberry Award winners, and other notable books (refreshments provided).

E.   Community Organizations

The Richmond District is replete with community organizations, as to be expected in a long-established neighborhood. The Richmond District of San Francisco Community Assessment, completed in June 2000 by the Richmond Neighborhood Coalition, lists 39 community organizations in the following categories:

Community Improvement Groups	6
Community Serving Organizations	5
Homeowners/Tenant Groups	2
Medical and Physical Health Programs and Services	4
Mental Health Community Clinics and Counseling Centers	3
Merchant Associations	3
Senior Information, Referral and Centers	7
Service Clubs and Organizations	2
Youth Centers, Programs and Services	7

The numerous community organizations provide great opportunities for community partnerships. Representatives of community organizations particularly emphasized interest in working together on youth and senior activities.

The community interviews were conducted with nine community organizations as a part of the needs assessment indicated the following needs:
- A community focus by providing space for more local community information
- A community program room available for use by community groups
- A comfortable and safe places for teens and seniors
- More space for studying
- More computers
- A desire for the children's area to be open the same hours as the adult area of the library
- More activities for children such as reading groups and homework help

The Richmond area community organizations, broken down by category:

Community Improvement Groups

Friends of Mountain Lake Park
Lincoln Park Neighborhood Association
Planning Association of the Richmond
Richmond District Police Community Forum
Richmond Neighborhood Coalition
Save Our Richmond Environment

Community Service Organizations

Korean Community Service Center
Richmond District Neighborhood Center
Russian American Community Services
Richmond Advocates Addressing Homelessness
Catholic Charities, Transition Housing Program, Richmond Hills Family Center

Homeowners/Tenants Groups

Lake Street Residents Association
Seacliff Properties Association

Medical and Physical Health Programs and Services

National Association for the Visually Handicapped, Ruth Ann Rosenberg Center
Prevent Blindness Northern California
San Francisco Free Clinic
Visiting Nurses and Hospices of San Francisco, Home Health and Hospice Program

Mental Health Community Clinics and Counseling Centers

Richmond Area Multi-Services
California Counseling Institute, Clement Street Counseling

Merchant Associations

Chinese Businessmen Improvement Association
Clement Street Merchants Association
Greater Geary Merchants Association

Senior Information, Referral and Centers

Family Service Agency of San Francisco, Richmond Senior Central
Goldman Institute on Aging
San Francisco Recreation and Park Department, Golden Gate Park Center
San Francisco Recreation and Park Department, Lincoln Park Senior Center
Self-Help for the Elderly
Spring Garden at St. Anne's
Richmond Branch YMCA, Senior Program

Service Clubs and Organizations

Golden Gate Lions Club
Nikkei Lions Club

Youth Centers, Programs and Services

Community Music Center
Huckleberry Youth Program
Richmond Branch Chinatown Youth Centers
Richmond District Neighborhood House
San Francisco Recreation and Park Department, Richmond Recreation Center
Richmond Village Beacon
Richmond Branch YMCA

F.   Demographic Profile

1.   *Population – Current and Trends*

The Richmond Branch Library service area increased by 8.4% between 1980 and 2000 and is projected to grow an additional 5% from 2000 to 2020. Almost all of the growth is from in-fill and the Richmond district has relatively little of that. This compares to a City growth rate of 14.4% over the past two decades and an anticipated growth of less than 5% between 2000 and 2020.

Population Comparisons

Year	Richmond	San Francisco	California	United States
1980	43,743	678,874	23,667,910	226,545,856
1990	47,422	723,959	29,760,021	248,709,873
2000	47,405	776,733	33,871,648	281,421,906
2020	49,727	813,120	45,821,900	324,927,000

Source: U.S. Census for actuals and Association of Bay Area Governments for projections; *Interim County Population Projections: California*, California State Department of Finance, Demographic Research Unit.

2.   *Age Distribution*

The Richmond Branch Library service area population, while remaining basically the same in number, will show an increase in school age children and older adults over the next two decades.

San Francisco has a smaller proportion of children than California or the U.S. as a whole and the Richmond Branch Library service area percentage of children 19 and under mirrors the San Francisco average closely. However, important for planning, the student population is expected to increase by almost 6% during the next couple of decades.

San Francisco's population of seniors 65 and older in 2000 was higher than that of the U.S. and California and once again, the Richmond Branch Library service area mirrored San Francisco closely. Not surprisingly, the percentage of seniors is expected to increase over the next two decades.

The City now has a higher percentage of adults than any time in nearly a century, an interesting phenomenon, but as the student and senior populations increase, the general adult population will decrease by about 10%.

Richmond Population Percentages by Age 2000 and 2020

Age	2000	2020	Change
Preschool (0-4)	4.0	4.4	+.4
School age (5-19)	12.2	22.3	+10.1
Younger Adults (20-44)	49.0	30.1	-18.9
Older Adults (45-64)	21.3	26.8	+5.5
Seniors (65 and over)	13.5	16.4	+2.9

Source: Association of Bay Area Governments projections.

Percentage of Population by Age: 2000

2000 Population by Age	Richmond Area	San Francisco City & County	California	United States
Under 5 years	3.9	4.1	7.3	6.8
5 to 9 years	3.7	4.1	8.0	7.3
10 to 14 years	3.8	4.0	7.6	7.3
15 to 19 years	4.6	4.3	7.2	7.2
20 to 24 years	8.6	7.2	7.0	6.7
25 to 34 years	24.4	23.2	15.4	14.2
35 to 44 years	16.3	17.2	16.2	16.0
45 to 54 years	13.5	13.9	12.8	13.4
55 to 59 years	4.2	4.5	4.3	4.8
60 to 64 years	3.6	3.9	3.4	3.8
65 to 74 years	6.8	6.9	5.6	6.5
75 to 84 years	4.8	4.9	3.8	4.4
85 and over	1.8	1.8	1.3	1.5
Total population	47,405	776,733	33,871,648	281,421,906
Median age	35.9	36.5	33.3	35.1

Source: U.S. Census 2000, DP-1.

3.   Ethnic Breakdown

San Francisco's diversity exceeds that of California's as a whole. Just over half of the City's residents identify themselves as belonging to a minority group. Richmond shares this diversity, although the percentages for specific ethnicities differ from the San Francisco average. The Richmond Branch Library service area has a higher concentration of Asian Americans than San Francisco, almost 40% compared to the City's 31%. The majority of the Asian Americans in the Richmond district area are Chinese, who make up more than 27% of the population. The district has fewer African Americans and those who identify themselves as Hispanic than the City as a whole.

In addition to the Chinese, the other most significant population group is the Russian speaking community, as the circulation statistics testify.

Ethnicity Percentages: 2000

	Richmond	San Francisco	California	United States
White	52.0	49.7	59.5	75.1
African American	2.2	7.8	6.7	12.2
American Indian	0.3	0.4	1.0	0.9
Asian American	39.9	30.8	10.9	3.6
Asian Indian	0.7	0.7	0.9	0.6
Chinese	27.4	19.6	2.9	0.9
Filipino	2.5	5.2	2.7	0.7
Japanese	3.2	1.5	0.9	0.3
Korean	1.5	1.0	1.0	0.4
Vietnamese	2.1	1.4	1.3	0.4
Other Asian	2.4	1.5	1.2	0.5
Pacific Islander	0.2	0.5	0.3	0.1
Some other race	1.8	6.5	16.8	5.5
Two or more races	3.7	4.3	4.7	2.4
Hispanic or Latino	5.0	14.1	32.4	12.5

Source: U.S. Census 2000 DP-1

4.   Students – School Enrollments, Ethnicity, and API Scores

The Richmond Branch Library service area includes five public elementary schools with an enrollment of 1,801 in school year 2001-2002, and Roosevelt Middle School with an enrollment of 794. In addition, students from Presidio Middle School and Washington High School, located just outside the service area boundaries, also use the branch.

Richmond Service Area Public School Enrollment
2001-2002

Elementary Schools		
Alamo	689	
Argonne	378	
Frank McCoppin	294	
George Peabody	205	
Sutro	235	
		1,801
Middle School		
Roosevelt	794	794
Total		2,595

Source: California Department of Education

There are approximately 925 students enrolled in five private schools in the service area, a ratio of one private school student to every three public students.

As is often the case, the Richmond district public schools have a higher percentage of non-Anglo students than the population as a whole. In the Richmond district the schools vary from 53% to 74% Asian, with Anglo/White as the next highest group with between 9% and 27% of the students.

Ethnicity Percentages by School: 2001-2002

	Alamo	Argonne	McCoppin	Peabody	Sutro	Roosevelt
African American	1.7	8.2	5.4	3.9	6.3	16.8
American Indian	0.3	0.3	0.7	1.0	0.0	0.6
Anglo/White	26.7	26.5	9.2	15.6	21.0	11.2
Asian	60.8	52.6	73.5	66.8	65.9	59.8
Filipino	2.5	2.6	3.7	7.3	2.0	4.3
Hispanic	5.1	5.0	3.4	3.4	2.8	6.8
Pacific Islander	0.0	0.3	0.7	0.0	0.0	0.3
Multiple/No Response	2.9	4.5	3.4	2.0	0.3	1.5

Source: California Department of Education

The Richmond District Public Schools ranked well in the Academic Performance Index testing program with four of the six schools improving test scores from 2000 to 2001.

School API Scores and Ranks

	2000 Base	2001 Base	2002 Growth	2002 Target	2001-2002 Change	2001 Rank Statewide	2001 Similar Schools Rank
Alamo	873	866	863	A	-3	10	10
Argonne	781	819	823	A	4	9	5
McCoppin	755	768	795	2	27	8	8
Peabody	755	787	768	1	-19	8	10
Sutro	777	782	795	1	13	8	9
Roosevelt	748	729	736	4	7	7	6

Source: California Department of Education

1. The API scale is 200-1000.
2. The growth target is 5% of the difference between the 2001 API and the statewide target of 800. An A means that the school scored at or above the statewide performance target.
3. Rankings are in deciles with ten being the highest and one the lowest. For statewide ranks, each decile contains 10% of all schools. For similar schools ranks, each decile contains 10% of the 100 most similar schools.

5.   Educational Attainment, Languages Spoken at Home and Adult Literacy Rate

The Richmond Branch Library service area population has a high education level with 53% of the residents holding a college or advanced degree, compared to 24% in the U.S., 27% in California, and 45% in San Francisco. At the other end of the scale, 14% have not graduated from high school, compared to 20% in the U.S., 23% in California, and 19% in San Francisco.

Education Level of Population 25+ years of age: 2000

	Richmond	San Francisco	California	United States
Less than ninth grade	8.2	10.5	11.5	7.5
Some high school	6.1	8.3	11.7	12.1
High school graduate	11.5	13.9	20.1	28.6
Some college, no degree	15.4	16.8	22.9	21.0
Associate degree	5.9	5.6	7.1	6.3
Bachelor's degree	33.8	28.6	17.1	15.5
Graduate degree	19.1	16.4	9.5	8.9
				100.0

Source: U.S. Census 2000 DP-2 Table

Almost 29% of Richmond's population speak a language other than English at home and 16% speak English less than "very well". Asian and Pacific Island languages are the prime non-English languages spoken at home.

Percentages of Languages Spoken at Home, Population Five Years and Over: 2000

	Richmond	San Francisco	CA	US
English only	71.2	54.3	60.5	82.1
Language other than English	28.8	45.7	39.5	17.9
Speak English less than "very well"	16.0	25.0	20.0	8.1
Spanish	2.3	12.0	25.8	10.7
Other Indo-European languages	6.2	6.7	4.3	3.8
Asian and Pacific Island languages	19.8	26.1	8.6	2.7

Source: U.S. Census 2000 DP-2

The most current comprehensive information on literacy levels is from the 1992 National Adult Literacy Survey conducted by the United States Department of Education. A similar survey is underway this year, 2002. There does not appear to be any information on literacy levels within specific districts of San Francisco.

It is worth noting that although San Francisco and California have the same percentage of the population, 46%, who have limited literacy skills (as indicated by ranking in either Level One or Two), the percentage of people at the lowest level (Level One), is significantly higher in San Francisco than either California or the United States as a whole. Possible reasons are the number of immigrants and individuals who speak another language in the home.

Literacy Levels of Population Age 16 and Above

	San Francisco	California	United States
Percent at Level One	30	24	22
Percent at Level Two	16	22	27
Percent at Level One and Two	46	46	50

Source: U.S. National Institute for Literacy, www.nifl.gov; www.casas.org/lit/

6.   *Household Characteristics and Income Levels*

The Richmond Branch Library service area and San Francisco as a whole have a smaller percent of family households, 49% and 44% respectively than the 69% and 68% found in California and the United States. Richmond and the City consequently have higher percentages of non-family households, 51% and 56%, and householders living alone, 31% and 37%. In Richmond, 20% of the households have individuals under 18 living in them and 23% have individuals 65 and over. The average household size is 2.4 individuals, slightly higher than San Francisco as a whole and lower than California and the United States.

Household Characteristics, Total Number and Percentages by Type: 2000

	Richmond	San Francisco	California	United States
Total Households	19,817	329,700	11,502,870	105,480,101
Family Households	48.9	44.0	68.9	68.1
Non-Family Households	51.1	56.0	31.1	31.9
Householder Living Alone	31.4	36.6	23.5	25.8
Households with Individuals under 18	20.3	19.4	39.7	36.0
Households with Individuals 65 and over	23.4	23.9	22.3	23.4
Average Household Size	2.4	2.3	2.9	2.6

Source: U.S. Census 2000, DP-1

Despite the high median income by national standards, San Francisco households' incomes are lower than the area median income. This is due in part to higher median incomes in San Mateo and Marin Counties and the concentrations of lower-income families in the City. According to the 2000 Census, the median household income for all households in San Francisco was just over $55,200 and in the Richmond Branch Library service area, $66,208. Marin County's median household income of $71,300 and San Mateo's $70,800 are considerably higher than the City's or the Richmond Branch Library service area.

Roughly 40% of all San Francisco households make less than 80% of the San Francisco PMSA (Primary Metropolitan Statistical Area) median income, and fall under the U.S. Department of Housing and Urban Development low and very low income categories. The City's per capita income is $34,560 and the Richmond Branch Library service area's is $38,549 compared to Marin's $44,960 and San Mateo's $36,000. [10]

1999 Income Levels and Poverty Rates

	Richmond	San Francisco	California	US
Median Household Income	$66,208	$55,221	$47,493	$41,994
Median Per Capita Income	$38,549	$34,556	$22,711	$21,587
% Families < Poverty Level	5.4	7.8	10.6	9.2
% Families with Female Head < Poverty Level	10.3	16.6	25.0	26.5
% Individuals < Poverty Level	9.2	11.3	14.2	12.4

Source: U.S. Census 2000, DP-3

7.   Employment and Unemployment

The Richmond Branch Library service area enjoys a lower unemployment rate than San Francisco, California or the United States.

Unemployment Rates: 2000

Richmond	San Francisco	California	United States
3.7%	4.6%	7.0%	5.8%

Source: U.S. Census 2000 DP-3

Over 50% of Richmond's employed population are in management, professional and related occupations, with sales and office occupations providing more than a quarter of the jobs. Service occupations are third, with about 12% of the jobs.

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[10] San Francisco Planning Department, Draft Housing Element, An Element of the San Francisco General Plan, August 2002, p.19.

Occupation Percentages of Civilian Population 16 Years and Over: 2000

	Richmond	San Francisco	California	United States
Management, professional and related occupations	52.2	48.3	36.0	33.6
Service occupations	11.7	14.3	14,8	14.9
Sales and office occupations	27.4	25.6	26.8	26.7
Farming, fishing & forestry	0.1	0.1	1.3	0.7
Construction, extraction, and maintenance	3.0	4.2	8.4	9.4
Production, transportation, and material moving	5.6	7.5	12.7	14.6

Source: Census 2000, DP-3

It is worth noting for planning purposes that over 50% of the families with children less than six years of age have all parents in the workforce.

Percentage of Children Under 6 with All Parents in Labor Force: 2000

Richmond	San Francisco	California	United States
53.0	57.6	51.8	58.6

Source: U.S. Census 2000 DP-3

8.   *Housing and Median Property Values*

According to the Draft Housing Element of the San Francisco General Plan, the City's housing stock is older than other West Coast cities, with over 50% of the City's housing units constructed before World War II. The housing units tend to be smaller also, with 75% containing two bedrooms or less.

San Francisco is a city of renters, with 65% of all City housing units occupied by renters, in contrast to the United States as a whole with 34% renters. In the Richmond district it is even higher, almost 70% of housing units occupied by renters.

Overall in the City, 31% of the units are single family; in the Richmond Planning District, a larger area than the Richmond Branch Library service area, 28% are single family units.

Owner and Renter Occupied Housing Unit Percentages: 2000

	Richmond	San Francisco	California	United States
Owner Occupied	30.4	35.0	59.9	66.2
Renter Occupied	69.6	65.0	43.1	33.8

Source: Census 2000 DP-1

According to the California Association of Realtors, the median property values for all sales from October 2001 – September 2002 are:

>   Richmond - $714,750
>   San Francisco - $528,868
>   California - $265,076

Richmond Branch Library Community Library Needs Assessment
San Francisco Public Library

G.   Analysis and Discussion of Community Characteristics

The Richmond district is so densely developed it is hard to imagine it as described by *The Examiner* in 1889, "…there was sand and lupin, lupin and sand, more sand and lupin, and nothing else until the cliffs overhanging the ocean." The first transit line followed a rabbit hunter's trail, later becoming Geary Boulevard. Settlement in the Richmond district began in the mid-1900's and the Board of Supervisors officially recognized the district in 1890. By World War I, Richmond was a distinct neighborhood with an excellent transportation network.[11]

The Richmond Branch Library service area today is sometimes called "New Chinatown" or "Little Moscow", reflecting its ethnic and cultural diversity. Asian Americans make up 40% of the population and their presence is reflected in the Asian languages and businesses representing almost every major Asian culture. Recently there has been a new wave of Russian immigrants, an expansion of this population, rather than a totally new development. It is common to hear Russian spoken and to see Cyrillic signs advertising the many new Russian businesses.

Both Geary Boulevard and Clement Street are busy commercial areas. The Richmond is renowned for its multitude of restaurants, but relatively few are pricey. At the same time, fruit and vegetable stands have proliferated, which bespeaks a lot of home cooking. Almost all other commercial establishments are modest and practical; upscale boutiques are few. There are many cars in the District and three major cross-town bus routes, so presumably residents enjoy considerable mobility. Nightlife is limited primarily to eating out. There is one nightclub, one three-screen cinema and three small, art-movie houses in the District. There are few Internet cafes, and, notably, only one sizable book store. There are several Jewish and Russian Orthodox places of worship, in addition to numerous Protestant and Catholic churches.

Housing is a mix of apartment buildings, condos and single family dwellings.
About 30% of the housing is owner occupied, the rest are rental units.

People of all ages use the Richmond Branch Library: toddlers, pre-schoolers, school children, teens, twenty-somethings, young parents, middle-agers and seniors. In terms of income, they run the gamut from the upper middle class of the Presidio Heights and Lake Street areas to struggling immigrants, newly arrived and living many to a room.

The library is very heavily used. It is the second busiest of the branch libraries; circulating more adult and children's materials than any branch except Chinatown. Chinese language materials account for 23% of its circulation, materials in Russian account for 10%.

The community is fiercely proud of its library, as evidenced by the strong participation by community members in the surveys, public meetings and design workshop activities over the past year. They are concerned about their children, activities for teenagers and appropriate services for seniors.

The community sees itself on the cutting edge of cultural integration. The community is proud of the range of diversity within the neighborhood. The residents need the library to expand outreach efforts in order to more fully integrate the library with the community. The community would like to see an increased focus on resources for Chinese language and Russian language residents.

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[11] "The Inner Richmond," Heritage Newsletter, Volume XV, No. 2: Inner Richmond Supplement, July 1987. The Foundation for San Francisco's Architectural Heritage.

Additionally, residents want the library to be all-inclusive of age, a place where everyone is welcome, with library services corresponding to each age group.

Residents need improved access to technology and technology-based resources: This includes more computers for the library overall. The community focused particularly on the need for additional library computers for children and teens, to enable them to prepare appropriately for career and life success. Additionally, the community needs general as well as research computer training provided by the library.

The community needs the library to be not only a physical focus in a central location, represented by the Richmond Branch Library, but also, and more importantly, the library needs to be a place for and of the community. Residents want the library to become a major focal point for the community, a place for residents of all ages to come together as community. Incorporated in this concept is a place for teens and at-risk youth to gather in a safe and nurturing environment. The community expressed interest in having the library provide more programs and services for youth in general. To help fulfill this goal, the community would like more space in the library dedicated to the needs of children and youth. The concentration on children and youth, however, must be balanced with the community's request to also have a more clear focus on seniors.

IV.   Library Service Needs

A.   Executive Summary

In the Richmond community, where all age groups are well represented, residents need to have access to a full range of library services including collections and programs balanced to meet the needs and interests of children, teens, adults and seniors. The community needs sufficient and varied seating for a range of library-related activities, generous computing power and appropriately configured learning and meeting space.

Parents and very young children will rely on the branch library to be a family center, where they will find a range of reading materials, learning tools, and programming to build a foundation for reading readiness. Pre-schoolers will enjoy story times at the branch library, learning the pleasures of language and literature and interacting with other children. The branch library will serve students in grades K-12, providing library resources and reference expertise to support school assignments.

Just as the needs of youth are important to the Richmond community, the needs of adults and seniors are also a high priority. The largest group in the Richmond service area, 54% of the population, is between the ages of 25-54. Among these residents there is significant diversity in the areas of per capita annual income, race and ethnicity and mastery of the English language, so a range of services will be in demand. Services should include a collection of books, periodicals and audiovisual materials to support the personal growth and recreational interests of community adults, and collections should respond to demand for increased new materials and resources on current topics. Special collections should include a strong collection of language materials in Chinese and a growing collection of resources in Russian, as well as collections of books on tape/CD to assist with literacy in all age groups. Literature from multi-ethnic authors will be important in this ethnically diverse neighborhood.

While a responsive collection is crucial, an increase in people space is needed for the community. There should be adequate and varied seating to allow visitors to choose seating types that are appropriate to their library activity, so that user zones, such as a browsing/new materials area, are created in the exapnded branch library. Teens should have discrete space that is defined by furnishings and collections, a place that they can call their own. The children's area should be sufficiently separate so that the library's youngest visitors can be appropriately noisy without disturbing other library users, and it should include furnishings that encourage parents and siblings to read to young children.

Expanded computing power will be essential. In response to community input, generous computer access should be available to adults, teens and children in the branch library to promote student research and adult information needs.

A multi-purpose space will be needed for programming, training purposes and community meetings. Early childhood story times will provide exposure to language, literature and experience that is central to reading readiness and future success in school. This multi-purpose space will be used as a venue to train literacy volunteers and volunteers for *Project Read*, the Library's adult literacy program. Community adults will use the space for meetings and for small programs such as book clubs and author chats.

In this urban neighborhood near public transit, most visitors will arrive at the branch library on foot. The branch library should be easy to identify, with excellent signage and obvious paths of travel. Children and adults should feel secure both inside the building and while coming and going to/from the facility. The restoration and renovation of the Carnegie structure, combined with the design of the two new wings, should inspire community pride in this neighborhood where residents have waited many years for this landmark building to be re-invigorated and expanded. It must be a welcoming place, a destination and a landmark of neighborhood pride.

The following branch library service levels are recommended to meet the current and future needs of the Richmond community: a collection of 85,645 books and audiovisual materials; 21 public computers, plus an additional 20 laptop computers in the Program Room; and 71 reader seats, plus 50 seats in the Program Room.

B.   Overview of Current Library Services

San Francisco is a city of neighborhoods, and the Richmond neighborhood is defined by both actual and perceived boundaries. Features that define a neighborhood include commercial districts, transportation hubs, schools and the public library, which serves to anchor the neighborhood. Over the last 90 years individuals and families of the Richmond neighborhood have visited their branch library to read and study, to conduct research and to participate in the life of their community.

The Richmond Branch Library is one of twenty-six branches of the San Francisco Public Library and is housed in a landmark Carnegie structure, opened in 1914.

As a branch library of the San Francisco Public Library, Richmond participates in system-wide services including access to the Library's collection of electronic resources, shared borrowing between branches, twenty-four hour live, online reference service, and a variety of library initiatives and projects aimed at literacy, college and career exploration, community service directories, etc.

Collections and Circulation

The Richmond Branch Library currently holds a total of 70,843 volumes, equating to 1.5 volumes per capita for the census 2000 population of 47,405. Collections are distributed as shown in the following table.

Richmond Branch Library Collections as of December 23, 2003

Collection	Count	% of Total Collection
Adult Books (all languages)	40,672	57.41%
Adult AV (all languages)	4,916	6.94%
Total Adult (books, AV, and all languages)	45,588	64.35%
Teen Books (all languages)	1,608	2.27%
Teen AV (all languages)	212	0.30%
Total Teen (books, AV, and all languages	1,820	2.57%
Children's Books (all languages)	21,817	30.80%
Children's AV (all languages)	1,618	2.28%
Total Children (books, AV, and all languages)	23,435	33.08%
TOTAL COLLECTION	**70,843**	**100.00%**
TOTAL PERIODICALS/NEWSPAPERS	**166**	
TOTAL AV (all collections)	**6,746**	**9.52%**

Regarding circulation statistics, of the twenty-six branches of the San Francisco Public Library, the Richmond Branch Library ranks 2nd in circulation for 2002-2003 as compared to all system branches. Over the past six years, total annual circulation at the Richmond Branch Library has grown from 364,358 transactions in FY 1997-1998 to 439,029 in FY 2002-2003, a notable 20% increase in circulation.

In FY 2002-2003, the highest collection circulation for the Richmond Branch Library was in the adult materials at 69.37% of total circulation, followed by children's materials at 27.08% of total circulation and teen materials at 3.55% of total circulation.

The annual materials turnover rate for the Richmond Branch Library in FY 2002-2003 equated to 6 turnovers per volume, which is significantly higher than the national average of 2.34 and near the national high of 4.77 for libraries serving communities of 10,00-24,999 (Public Library Data Service Statistical Report). This turnover rate shows a high use of the collection by the residents, who are eager for more resources to draw from in the expanded branch library.

Staffing

Listed below are staff at Richmond by classification totaling 16.025 FTE.

Richmond Branch Library Staff Positions

Classification	Title	Full Time Equivalency
3602	Library Page	Part Time, 15 hrs/wk (0.375 FTE)
3602	Library Page	Part Time, 15 hrs/wk (0.375 FTE)
3602	Library Page	Part Time, 15 hrs/wk (0.375 FTE)
3602	Library Page	Part Time, 15 hrs/wk (0.375 FTE)
3602	Library Page	Part Time, 15 hrs/wk (0.375 FTE)
3602	Library Page	Part Time, 15 hrs/wk (0.375 FTE)
3602	Library Page	Part Time, 15 hrs/wk (0.375 FTE)
3602	Library Page	Part Time, 18 hrs/wk (0.45 FTE)
3602	Library Page	Part Time, 19 hrs/wk (0.475 FTE)
3602	Library Page	Part Time, 19 hrs/wk (0.475 FTE)
3610	Library Assistant	Full Time, 40 hrs/wk (1 FTE)
3610	Library Assistant	Part Time, 20 hrs/wk (0.5 FTE)
3610	Library Assistant	Part Time, 20 hrs/wk (0.5 FTE)
3610	Library Assistant	Part Time, 20 hrs/wk (0.5 FTE)
3610	Library Assistant	Part Time, 20 hrs/wk (0.5 FTE)
3616	Library Technician I	Full Time, 40 hrs/wk (1 FTE)
3618	Library Technician II	Full Time, 40 hrs/wk (1 FTE)
3630	Librarian (Children's)	Part Time, 20 hrs/wk (0.5 FTE)
3630	Librarian (Children's)	Full Time, 40 hrs/wk (1 FTE)
3632	Librarian II (Children's)	Full Time, 40 hrs/wk (1 FTE)
3630	Librarian (Adult Services)	Part Time, 20 hrs/wk (0.5 FTE)
3630	Librarian (Adult Services, English/Russian Bilingual))	Full Time, 40 hrs/wk (1 FTE)
3630	Librarian (Adult Services, English/Chinese Bilingual)	Full Time, 40 hrs/wk (1 FTE)
3632	Librarian II (Adult Services)	Full Time, 40 hrs/wk (1 FTE)
3634	Librarian III (Branch Manager)	Full Time, 40 hrs/wk (1 FTE)

<u>Hours and Library Visits</u>

The Richmond Branch Library is currently open seven days each week with the following public service schedule:

First Floor – Children's Room

Monday	10:00 – 6:00
Tuesday	10:00 – 9:00
Wednesday	10:00 – 9:00
Thursday	1:00 – 9:00
Friday	1:00 – 6:00
Saturday	10:00 – 6:00
Sunday	1:00 – 5:00

Second Floor – Adult Room

Monday	10:00 – 6:00
Tuesday	10:00 – 8:00
Wednesday	10:00 – 8:00
Thursday	1:00 – 6:00.
Friday	1:00 – 6:00
Saturday	10:00 – 6:00
Sunday	1:00 – 5:00

Currently, the second floor of the Richmond Branch Library is open 55 hours per week, however the first floor where the Children's Room is housed, is only open 50 hours per week. The hours of service for branches will be assessed and addressed in 2004 as part of the Library's obligation incorporated into Proposition E, which established the Library Preservation Fund that supports Library operations. The Library anticipates the public input process to evaluate service hours to be completed at the end of summer 2004.

Visitor counts during open hours show that in FY 2002-2003, there were 462,666 visitors at the Richmond Branch Library.

<u>Public Services</u>

The Richmond Branch Library does not have an adequate room for programming. The current space for programs is a window-less room off the existing children's area. It is small, uninviting, with hard flooring, and a drape on a clothesline that is used to separate part of the staff work area that also shares this space. The room is full of clutter, as it also serves as a storage closet. It is too small to adequately serve the multitudes of children that come to the library for programs. However, in FY 2002-2003 the branch library hosted 68 story times and 32 special programs during the year. The children's librarians maintain an active program of school visitations with 87 school visits in the schools during the 2002-2003 fiscal year, as well as 131 visits from school groups. For 2002-2003's Summer Reading Program, 782 students participated.

Branch library staff handled 33,780 reference inquiries and 82,573 directional inquiries in FY 2002-2003.

C.   Overview of Library Service Needs

For 90 years the Richmond Branch Library has been housed in a landmark Carnegie building. The present facility is not well suited for the programs and services that the residents of Richmond demand of a modern branch library.

D.   Services to Adults

There is significant diversity among adults of the Richmond neighborhood in the areas of per capita annual income, race and ethnicity, and mastery of the English language. Demographics and community input point to a range of service needs for community adults:

▪ Strong book collections are needed to support the personal growth and recreational interests of community adults. These collections should respond to community comments which repeatedly highlighted the need for new books and books on current topics.

▪ Audiovisual collections circulate well at the Richmond Branch Library and community input showed a strong interest in audiovisual collections, with an emphasis on videos/DVDs, and music CDs. These should be purchased in both English and non-English languages, especially Chinese and Russian. Audiovisual collections will be used recreationally, and they are also important for Richmond residents seeking to improve English language familiarity and skills.

▪ Chinese language collections should be an important part of the branch library's collections. These collections are currently used heavily, and demographics and community input suggest that demand is likely to remain high.

▪ Community adults need to have full access to computers and Internet service in the branch library. Economic diversity statistics and community input show that not all members of the Richmond community have access to home computers and/or Internet service.

▪ The branch library should function as an information hub, a destination where members of the community can stay in-touch with neighborhood issues, interests and activities. There should be sufficient space to display community notices and announcements.

▪ A program room is needed in the facility to support adult meeting and programming interests. Community adults will use this room for both informational and recreational programs and meetings, in addition to serving the need for library programs. The room will also be made available to community groups for use when the branch is not open to the public.

▪ Arrangement of the collections and seating areas should encourage browsing, with bookstore style marketing and sufficient covers displayed face out to attract readers and browsers. Ample space should be included for comfortable, quiet seating in a peaceful atmosphere away from an appropriately noisy children's area.

▪ The branch library should include a comfortable periodicals reading area where residents can drop in to browse and read magazines and newspapers in a variety of languages.

E. Services to Students

Students in grades K-12 require access to Richmond Branch Library services to support their schoolwork. While the branch library will provide academic support services for all students, education studies show that academic success can derail during the middle school years. In order to develop and maintain important study skills and to help students and their families to enjoy success in the educational system the branch library will provide proactive homework support, which can have a major impact on a student's ability to succeed in school.

- Richmond service area students will require collections, computer equipment, study space and qualified assistance with homework assignments.

- Reference resources, both in print and online, will need to be sufficient to meet the needs of area students and should support school district curricula. Sufficient computer stations will be needed to access online materials of all kinds.

- The circulating book collection should be selected with school curricula in mind, but should also support a wide range of intellectual curiosity. Materials will need to be available at a variety of reading levels and abilities. The adult nonfiction collection will also serve area student needs for material to support their schoolwork.

- Audiovisual collections are important to student needs and should include films and audio books of literature that is studied as part of the school curriculum. Students with limited English language skills and students with different learning styles or challenges will find these resources to be invaluable.

- After-school homework assistance space, that is acoustically separated, is needed to accommodate a number of K-8 students each weekday. This space should be large enough for assistants to comfortably work with students at chairs/tables and on computers. The space should also lend itself to group study to support collaborative learning. Computers here should be loaded with a variety of software to support document preparation and which mirrors programs being promoted in district schools.

- A center for copying and printing is needed for students and the general public. It should include equipment for copying and scanning, and it should interface with desktop publishing software located on public access computers. Small equipment will be needed here for preparing documents—staplers, hole punches, etc.

F. Services to Children and Their Families

Almost 8% of the population served by the Richmond Branch Library is under the age of 10. Almost 4 % of the population is between 10-14 years of age.

- Service needs for children in the Richmond Branch Library service area center around access to a range of books and audiovisual resources to introduce them to language and learning in the library and in their homes.

- The need for reading readiness and family literacy makes programming an essential part of library services to children and families in the Richmond service area. Space will be needed for a variety of programs such as storytelling, arts and crafts, puppeteering, and poetry.

- Collections should provide a generous assortment of picture books and easy readers to encourage reading to young children and the development of early reading skills through age and skill appropriate materials.

- School-age children will need access to a strong collection of nonfiction to support their schoolwork, as well as fiction for academic and recreational reading. Area school libraries vary in collection strength, and school library hours are quite limited, providing students very little opportunity to use them after school hours. Students will rely on their neighborhood branch library for after-school, evening and Saturday service.

- Computer access for children and their families will be important in the new facility, to help children and families to develop their computer literacy. Computer stations should be configured with hardware and software to accommodate multi-lingual users.

G. Services to Teens

Teens living in the Richmond area are active within the community and were fully engaged in the community input process for the Richmond Branch Library project.

- A teen area should be provided in the new Richmond Branch Library, to include age-appropriate collections, furnishings and displays. The size of this space is less important than is the ambience.

- Many collections used by teens and pre-teens will be housed in the adult and juvenile collections, but there should be some limited magazine and book collections in the teen area that are especially appealing to this age group. Teens tend to be quite interested in electronic resources, so the area should allow easy access to the branch public access computers. Book collections in the teen area can be largely paperbacks—generally the format of choice in this age group.

H. Collections

An 85,645 volume collection of books and audiovisual materials is needed to meet the needs of the Richmond community. A collection of this size will provide 1.7 volumes per capita for the projected 2020 service area population of 49,727. This level is somewhat less than the generally recognized guideline offered by Joseph Wheeler in *Practical Administration of Public Libraries*, and is appropriate for a branch library in the San Francisco Public Library system where shared borrowing is readily available. The Library provides for on-line free reserves of all circulating library material and provides daily delivery service between all its facilities. Most books that are requested and available for check-out can be delivered to the requesting branch within 24 hours.

For additional recommendations regarding the new branch library collections, see the *Richmond Branch Library Collection Growth Plan,* included as Appendix H..

I. Reader Seats

There are 66 readers' seats in the Richmond Branch Library. Richmond residents need a variety of library seating for reading, study, personal research and school-related work. A total of 71 open access library seats are recommended for the branch library, with 34 in adult areas, 6 for teen users, and 31 seats in the children's section of the library. This will provide 1.4 seats per 1,000 of population in the year 2020. The total number of recommended seats is below the guideline of 3 seats per thousand found in standard planning guides such as the *Wisconsin Public Library Standards*, however, the number of seats provided is the maximum mix of seating that could be provided given the building configuration and restrictions placed on historic buildings.

J. Technology

Currently the Richmond Branch Library has 8 public computer stations. This equates to only one computer for every 5,925 residents in the year 2000. Technology recommendations for the expanded branch library call for an increase in computer access. Community input for this study showed a consistent interest in computer availability at the branch library and a total of 21 public computers are recommended to help meet that expressed need. Of those workstations, 12 will be located to serve the needs of adults, 4 for teens and 5 workstations will be available in the children's area of the branch library. In addition to stationary, hard-wired computer stations, a self-contained 20-unit laptop computer caddy will be included in planning for the branch library. These library-owned laptop computers will allow the branch library to leverage the space in the new facility to provide additional computer access in the Program Room to support student learning and interactive programming opportunities. Access to the laptops may be hard-wired or wireless. The Library is undertaking several demonstration projects with wireless access to the Internet and is planning for wireless service in the Richmond Branch Library. Radio-frequency identification (RFID) technology is being considered for control of all types of library materials to provide efficient materials handling for the public and the staff. In order to maintain as much flexibility for technological infrastructure as possible, the Richmond Branch Library is being designed with an under floor access system, with the exception of the historic reading room on the upper level, where it is not feasible to install that system.

K. Staff Offices and Workstations

The current Richmond Branch Library has limited and inefficient staff workspace. Currently there are 16.025 FTE staff for the branch library and anticipated staff levels in the new facility show modest staff growth to 16.525 FTE positions. This modest level of additional staff reflects the reality of limited resources, which make more dramatic staff increases unlikely. To respond to the identified need to better serve teens, a .5 Teen Librarian position will be added to the staff of the Richmond Branch Library upon reopening the building.

The Branch Manager will need a small private office in order to fulfill personnel and public relations responsibilities. The library staff needs a shared workspace on each floor in the facility that includes computer workstations, access to returns/sorting functions and a variety of shared office tools/equipment. Modular, office landscape workstations, either dedicated or shared, will meet the need of staff members in this workspace.

L. Programming and Meeting Room Space

The Richmond Branch Library does not have an adequate room for programming. The current space for programs is a window-less room off the existing children's area. It is small, uninviting, with hard flooring, and a drape on a clothesline that is used to separate part of the staff work area that also shares this space. The room is full of clutter, as it also serves as a storage closet. It is too small to adequately serve the multitudes of children that come to the library for programs.

To meet this need, a 50-seat Program Room is recommended for the branch facility. This room will need to serve the needs of young children who will visit it for story times, students who will use if after school and adults who will attend small programs and meetings here. Furnishings in the room will need to be durable, flexible and easily stored or rearranged. It is important that the space is designed so that it can be easily accessible to public use when the branch library is not open to the public.

VI. Service Limitations of the Existing Library

A. Executive Summary

There is insufficient space, and a lack of functionally effective space, for collections, including books, audiovisual and periodical collections. The planned growth of the collections by 20% will provide a much-needed relief to the desire for a variety of materials to meet community needs. Additionally, the expansion by about 4,000 square feet will provide opportunity to re-organize and streamline all services offered in the building.

The English language book collection has been down-sized several times in order to accommodate the introduction and growth of collections in non-print formats and materials in other languages. Nonetheless, the space for non-book formats remains tight and does not allow for easy and comfortable browsing or increase in holdings. The extensive Chinese and Russian collections are tightly shelved and there is consequently a chronic shelving backlog that hampers library users' access to these very popular materials. At the same time, overall shelf space is insufficient to hold the size of collections that the public demands in any of these areas.

The teen collection is currently limited to a few sections of wall and half a paperback spinner in the adult area. The materials available from the teen area are limited to books and magazines. Teen materials in non-print format have had to be included among the adult non-book collections because there is no space for display or expansion into other formats in the present teen area. Teens are not being adequately provided for and feel displaced rather than welcomed.

The problem of accommodating newer, non-print formats also exists within the children's collection, where the English language book collection has not been down-sized, to date at least. Each area of this collection needs space to display new and interesting items as well.

The library has been unable to provide an adequate number of computers and related technological equipment because the power and communications capabilities are maxed out. Nor can library users plug their own laptops into library outlets, which are too few in number with none at all located under reader tables. Low electrical capacity has also prevented the installation of a book security system, with the result that branch library collections, including relatively hard-to-replace Chinese and Russian language books, are widely vulnerable to theft. This same limitation prohibits the installation of Express Checkout stations, so that branch library users have no alternative to waiting in a line to borrow materials during busy weekday afternoons and weekends.

The community views the library as a community focal point and looks forward to the availability of a program room for public programs and increased library programming. Currently, this is an unmet need due to the lack of service space for programs and meetings.

The library currently has no small study spaces for groups to work together or for tutors to work with students. The new plan calls for two group study rooms in the south wing, with seating for four persons per room. After school each weekday, as well as on the weekends, students visit the library to work on their assignments. Lack of appropriate separation of services, noise, congestion and limited access to computer workstations makes it difficult for students to effectively use their study time.

One of the major lacks in the facility is a place that teens can call their own. The expansion, restoration and renovation provides a specific area for teens. Teens do not feel welcomed or served properly in the current facility as there is no area that can be specifically defined for them and there is insufficient space for housing teen collections.

Currently the lower level, the children's room, operates with a relatively relaxed noise standard while an attempt is made to keep the upper level, the adult reading room, as quiet as possible to facilitate research and study. These attempts are compromised, however, by the inclusion of the staff work area within the reading room.   Consequently, the serenity of the reading room is regularly intruded upon by the clamorous delivery of intra-system transit bins and the noises associated with unpacking and processing their contents. The expansion will create a staff work area outside of the reading room proper and so relieve it of much undesirable noise.

The expansion, restoration and renovation will also allow for more flexibility in sound levels by adding wings and a new Winter Garden area to the building. The quiet of the adult reading room on the upper level will be further enhanced by the creation of group study spaces where library users may easily converse without disturbing others. The lower level will contain the relatively higher sound levels associated with children's and teens services as well as the community program room. The two-story Winter Garden will contain the elevator and interior stairway and will be carefully planned to minimize attendant noise.

The Richmond Branch Library does not have an adequate room for programming. The current space for programs is a window-less room off the existing children's area. It is small, uninviting, with hard flooring, and a drape on a clothesline that is used to separate part of the staff work area that also shares this space. The room is full of clutter, as it also serves as a storage closet. It is too small to adequately serve the multitudes of children that come to the library for programs.

The staff spaces are typical of a Carnegie, that is, entirely inadequate. Much staff time and effort has to be expended in overcoming the building's physical limitations in order to provide a high standard and volume of service. Appropriate work spaces will improve the efficient and effective delivery of public service.

Staff functions are divided into several makeshift sections of the main reading room: An archaic circulation desk; a standard desk serving as a reference desk; a small staff work room that is totally overcrowded and inadequate; and a section of the main reading room crudely carved out for back-of-house duties and functions.

On the lower level, the present configuration of staff work areas in the children's room are haphazardly placed, based upon where electrical capacity exists, rather than on efficiency, customer service or function. At the circulation area, a series of pieces of functionally mismatched furniture has been cobbled together to form a dysfunctional public and staff service area. The two children's librarian's desks are floating in what should be public space. They are each next to a different column that provides electrical and computer power, not because it is the correct location to greet children and parents and offer assistance to them.

In this diverse, large neighborhood, there are many possibilities for the expansion of library services, but service growth is severely restricted in the current facility. The Library is committed to providing improved library services to the Richmond community by restoring, renovating and expanding the Carnegie building to improve access to services and enhance the number and type of services offered.

A. Collections

There is insufficient space, and a lack of functionally effective space, for collections, including books, audiovisual and periodical collections. The planned growth of the collections by 20% will provide a much-needed relief to the expressed community desire for a variety of materials to meet the needs of Richmond residents. Additionally, the expansion by about 4,000 square feet will provide opportunity to re-organize and streamline all services offered in the building. The current Richmond Branch Library houses about 70,843 items and is unable to expand to meet current and projected collection needs. This project will allow the library to increase its holdings to approximately 85,645 items.

The English language book collection has been down-sized several times in order to accommodate the introduction and growth of collections in non-print formats and materials in other languages. Nonetheless, the space for non-book formats remains tight and does not allow for easy and comfortable browsing or increase in holdings. The extensive Chinese and Russian collections are tightly shelved and there is consequently a chronic shelving backlog that hampers library users' access to these very popular materials. At the same time, overall shelf space is insufficient to hold the size of collections that the public demands in any of these areas.
In the adult area there is no space to expand collections, no room for displays on the shelving, no space for face out magazine and newspaper displays or to create an attractive browsing area for new books.

The teen collection is currently limited to a few sections of wall and half a paperback spinner in the adult area. The materials available from the teen area are limited to books and magazines. Teen materials in non-print format have had to be included among the adult non-book collections because there is no space for display or expansion into other formats in the present teen area. Teens are not being adequately provided for and feel displaced rather than welcomed.

The space for non-book formats is tight and does not allow for easy location or increase in numbers. The problem of accommodating newer, non-print formats also exists within the children's collection, where the English language book collection has not been down-sized, to date at least.

The children's collection needs to be housed so that library users have better access to materials, particularly picture books, board books and non-book formats. Each area of the collection needs space to display new and interesting items.

B. Reader Seats

The current seating is limited to table seats in both the upper and lower levels. There are 66 readers' seats in the Richmond Branch Library. Richmond residents need a variety of library seating for reading, study, personal research and school-related work. A total of 71 open access library seats are recommended for the branch library, with 34 in adult areas, 6 for teen users, and 31 seats in the children's section of the library. This will provide 1.4 seats per 1,000 of population in the year 2020. The total number of recommended seats is below the guideline of 3 seats per thousand found in standard planning guides such as the *Wisconsin Public Library Standards,* however, the number of seats provided is the maximum mix of seating that could be provided given the building configuration and restrictions placed on historic buildings.

C. Staff Offices, Workstations and Visual Supervision

The staff spaces are typical of a Carnegie, that is, entirely inadequate. Much staff time and effort has to be expended in overcoming the building's physical limitations in order to provide a high standard and volume of service. Appropriate work spaces will improve the efficient and effective delivery of public service, while reducing injuries to staff.

The staff workroom on the upper level is only 34 square feet. The Branch Manager has no private place for confidential discussions or to think in a quiet atmosphere. The space used by the Branch Manager is in a cramped and dingy work space behind the existing circulation desk and is shared with several other staff members. The present electrical system limits the four staff who work in this area to a single, shared computer. The only staff toilet is located directly adjacent to the Branch Manager's work area and is disquieting to both staff using the toilet as well as to the Branch Manager. In order for Library engineers to gain access to the telecommunications closet, they must move the Branch Manager's desk out to get to the door.

Staff functions are divided into several makeshift sections of the main reading room: An archaic circulation desk, that is not ADA accessible; a standard desk serving as a reference desk; a small staff work room that is totally overcrowded and inadequate; and a section of the main reading room crudely carved out for back-of-house duties and functions.

On the lower level, the present configuration of staff work areas in the children's room are haphazardly placed, based upon where electrical capacity exists, rather than on efficiency, customer service or function. At the circulation area, a series of pieces of functionally mismatched furniture has been cobbled together to form a dysfunctional public and staff service area. The two children's librarian's desks are floating in what should be public space. They are each next to a different column that provides electrical and computer power, not because it is the correct location to greet children and parents and offer assistance to them.

There is inadequate space for staff to handle delivery, which currently must be pulled up the outside flight of steps and trucked through the adult reading room to be deposited in the work area. From the point of deposit, two staff members are required to move each bin of transit materials – and there are often over twenty in a day - to a point near a processing workstation. There is minimal space to check items in and out.

An elevator must be added to relieve staff from having to hand-carry bins full of library materials between floors while negotiating a narrow, congested stairway. Adequate space must be created for staff to handle a heavy volume of materials – returns can exceed 1,000 items per day – in a healthy, ergonomic fashion.

D. Technology

The building's technology infrastructure is at capacity at this point. The 8 public access computers are inadequate to meet the demand. In the user survey more than one-third of those surveyed indicated they came to use the library's computers. The computers are not organized in a manner conducive to working with groups for training and instruction. The staff is limited as well with an inadequate number of staff workstations. The building's lack of ability for technology infrastructure has made the existing computer installations inefficient and poorly placed, as they are placed by the inflexibility of the current power available, rather than by library service patterns.

The library has been unable to provide an adequate number of computers and related technological equipment because the power and communications capabilities are maxed out. Nor can library users plug their own laptops into library outlets, which are too few in number with none at all located under reader tables. Low electrical capacity has also prevented the installation of a book security system, with the result that branch library collections, including relatively hard-to-replace Chinese and Russian language books, are widely vulnerable to theft. This same limitation prohibits the installation of Express Checkout stations, so that branch library users have no alternative to waiting in a line to borrow materials during busy weekday afternoons and weekends.

E. Program Room

The Richmond Branch Library does not have an adequate room for programming. The current space for programs is a window-less room off the existing children's area. It is small, uninviting, with hard flooring, and a drape on a clothesline that is used to separate part of the staff work area that also shares this space. The room is full of clutter, as it also serves as a storage closet. It is too small to adequately serve the multitudes of children that come to the library for programs.

The public has indicated a strong desire for a program room to support the library's role as a civic and community gathering place. The room will be equipped with adjustable lighting levels and a ceiling mounted video projection system. The room will be wired and cabled to support a variety of audiovisual and telecommunications activities including cable TV reception, distance learning events, video programming and interactive demonstrations of online resources.

The community has also requested a defined space to post and find city and community information. The new 10th Avenue Winter Garden entrance will provide such a space.

In addition there are no small study rooms to be used by groups or for tutoring.

F. Teen Area

Improved teen service is needed but unavailable. Teens are not being adequately provided for and feel displaced rather than welcomed. In addition to the need for meeting and group study rooms, the major need is for a specific teen area. The expansion, restoration and renovation plan includes an area that the teens can identify as "their own". After school, evenings and on the weekends, this will be a lively space with small groups of teens and pre-teens chatting and working together. The lack of acoustical separation on either of the existing public service floors significantly inhibits teens from being…teens. Paperback and hardback books, graphic novels, audiovisual materials and magazines for teens will be in this area. A variety of comfortable seating is needed as well as computer workstations.

VII. Physical Limitations of Existing Library

A. Executive Summary

The Richmond Branch, a Carnegie library, was designed by the architectural firm of Bliss and Faville, who also designed the Southern Pacific and Matson Buildings, the Geary Theater, the St. Francis Hotel, the Bank of California and the State Building at the Civic Center. The library was built in 1914 at 351 9th Avenue, mid-block between Geary Boulevard and Clement Street. It is a two story 9,820 square foot building with the main entrance and grand reading room on the upper level facing 9th Avenue. The lower level, originally a public lecture room, was converted to a children's room in 1923. It has its own entrance from 10th Avenue. The two floors are connected by a narrow internal stairway. The building has been nominated as a City Landmark by the Landmarks Preservation Advisory Board[12].

The Richmond Branch Library has served its community well, but it is now time to update and expand the building so that it meets the needs of its community of users. The branch library has been determined to be a seismic 4, on a scale of 1 to 4, so that its seismic integrity must be strengthened to provide a safe facility for the community. The building, and therefore library services, is not accessible for persons with disabilities. The branch library has extremely limited electrical and telecommunications infrastructure and has reached its capacity to support electronic equipment. The branch library is not configured to provide self-service opportunities for users or to provide comfortable reading and study space for its users.

Currently, the primary, ceremonial entry on 9th Avenue is inaccessible to persons who cannot climb a series of steps. The building is dilapidated, and gives mere hints of the grandeur of the original structure. The original wood used in the 9th Avenue lobby is shamefully deteriorated and must be sensitively restored to maintain the historic fabric of the building, while bringing the lobby up to current codes.

Only the children's room on the lower level of the building is currently accessible to wheelchair users and others with mobility limitations. The expansion, restoration and renovation of the building will include modifications to meet current Americans with Disabilities Act regulations and so open the branch library to all residents of the neighborhood.

Other health and safety code requirements need to be met as well. The current Richmond Branch Library cannot add either a fire protection system or an emergency lighting system.

Current lighting in the main reading room is woefully inadequate as well as totally inappropriate for an historic Carnegie. Banks of gaudy fluorescent lighting have been attached to the once grand ceiling, where originally a series of pendant lighting fixtures hung suspended above library users. Granted, that pendant lighting would not meet today's lighting standards, either. It is a challenge to the architects and interior designers for this project to respond to the need for restored pendant lighting hanging from the original rosette locations in the ceiling, and the provision of uplighting, task lighting, or combinations of approaches to provide appropriate lighting levels for the various activities that will take place within the main reading room. Historic photographs exist of the original interior space of the reading room, including the pendant lighting fixtures. Architects must re-create these pendant fixtures.

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[12] The landmark nomination is Appendix I.

The building's lack of ability for technology infrastructure has made the existing computer installations inefficient and poorly placed, as they are placed by the inflexibility of the current power available, rather than by library service patterns.

The library has been unable to provide an adequate number of computers and related technological equipment because the power and communications capabilities are maxed out. Nor can library users plug their own laptops into library outlets, which are too few in number with none at all located under reader tables. Low electrical capacity has also prevented the installation of a book security system, with the result that branch library collections, including relatively hard-to-replace Chinese and Russian language books, are widely vulnerable to theft. This same limitation prohibits the installation of Express Checkout stations, so that branch library users have no alternative to waiting in a line to borrow materials during busy weekday afternoons and weekends.

The building is also limited in other functional ways. The narrow stairway that serves as the only interior passage between the floors discourages parents with strollers from expanding their library visit from the children's room downstairs to the adult reading room above. Staff has to negotiate this same awkward passage to carry by hand, from upstairs to down, hundreds of children's materials returned each day via intra-system transit.

The sole, single-occupancy public restroom is regularly overwhelmed by the heavy usage it receives from neighborhood shoppers as well as library users.

The building also lacks an adequate program room and group study spaces.

The un-zoned heating system is inadequate to reconcile the needs of the downstairs children's room, which only has a single set of doors as protection against the chill ocean winds blowing towards its west-facing entrance, and the adult reading room with its more sheltered eastern approach. As a result, for the children's room to be warm the adult room must be stifling, and for the adult room to be comfortable the children's room must be cold. The adult librarians' workroom is topped by a skylight that renders the space broiling in summer and freezing in winter.

Currently the lower level, the children's room, operates with a relatively relaxed noise standard while an attempt is made to keep the upper level, the adult reading room, as quiet as possible to facilitate research and study. These attempts are compromised, however, by the inclusion of the staff work area within the reading room.   Consequently, the serenity of the reading room is regularly intruded upon by the clamorous delivery of intra-system transit bins and the noises associated with unpacking and processing their contents. The expansion will create a staff work area outside of the reading room proper and so relieve it of much undesirable noise.

The expansion, restoration and renovation will also allow for more flexibility in sound levels by adding wings and a new Winter Garden area to the building. The quiet of the adult reading room on the upper level will be further enhanced by the creation of group study spaces where library users may easily converse without disturbing others. The lower level will contain the relatively higher sound levels associated with children's and teens services as well as the community program room. The two-story Winter Garden will contain the elevator and interior stairway and will be carefully planned to minimize attendant noise.

A. Structural

The 1914 two-story Carnegie has a seismic hazard rating of 4, the highest rating. The main second floor is a reinforced concrete slab on girders/beams. The roof is constructed of wood sheathing supported by steel trusses spanning the entire 54-foot width of the building.

The recommended structural retrofit is to add plywood sheathing to the roof, sway bracing, roof-wall anchors and steel trusses to strengthen the building.

B. Energy Conservation

The existing facility, built in 1914, was not designed or constructed to meet current codes for energy management. Windows are single-paned, the building is not insulated, the heating system is inefficient, and there are significant issues with temperature control due to large windows on all sides of the structure.

The un-zoned heating system is inadequate to reconcile the needs of the downstairs children's room, which only has a single set of doors as protection against the chill ocean winds blowing towards its west-facing entrance, and the adult reading room with its more sheltered eastern approach. As a result, for the children's room to be warm the adult room must be stifling, and for the adult room to be comfortable the children's room must be cold. The adult librarians' workroom is topped by a skylight that renders the space broiling in summer and freezing in winter.

A major defining element of the exterior are the monumentally-scaled arched windows.
The original wood-framed windows were replaced around 40 years ago with new wood framed-windows that are now nearing the end of their useful life. At that time the pattern of the window mullion grid was changed to a simpler, more modern appearance than the original Roman-style grid. These windows will be replaced with new ones which replicate the appearance of the original windows. As a bonus, the new windows will be fitted with high efficiency double-paned glazing units that will provide both enhanced interior comfort and energy savings.

Every effort and avenue will be explored to ameliorate energy conservation concerns. The Library is working closely with the Department of the Environment to take full advantage of opportunities for enhancing Green Building/LEED options.

C. Health and Safety

The expansion, restoration and renovation will trigger building code impact requirements for mechanical and electrical systems. Of primary importance is the upgrading of mechanical equipment, ductworks and seismic bracing of the ductworks.

The current Richmond Branch Library cannot add additional computers or other technologies because of the limitations of the electrical system. It must be upgraded, and switches, electrical panels and wiring must be replaced. Special attention will be placed on preserving the character of the unique interior ceiling and exterior elevations.

Other health and safety code requirements need to be met as well. The current Richmond Branch Library cannot add either a fire protection system or an emergency lighting system.

Current law requires removal of asbestos containing materials, including plasterboard walls, vinyl flooring and roofing related to the anticipated construction activities associated with seismic retrofit and disabled access construction work. Lead that is impacted will be abated.

D. Access for the Disabled

Currently, the primary, ceremonial entry on 9th Avenue is inaccessible to persons who cannot climb a series of steps. The building is dilapidated, and gives mere hints of the grandeur of the original structure. The original wood used in the 9th Avenue lobby is shamefully deteriorated and must be sensitively restored to maintain the historic fabric of the building, while bringing the lobby up to current codes.

Only the children's room on the lower level of the building is currently accessible to wheelchair users and others with mobility limitations. The expansion, restoration and renovation of the building will include modifications to meet current Americans with Disabilities Act regulations and so open the branch library to all residents of the neighborhood.

There is one, single-user public restroom in the entire building, located on the lower level. It is not in compliance with ADA codes.

The north wing addition to the library will include an elevator, as well as insuring that the west entrance at the Winter Garden will be ADA accessible.

When completed, persons with disabilities will have access to the adult level for the first time in the building's 90 year history, correcting a major a long-standing service problem.

E. Acoustics

Currently the lower level, the children's room, operates with a relatively relaxed noise standard while an attempt is made to keep the upper level, the adult reading room, as quiet as possible to facilitate research and study. These attempts are compromised, however, by the inclusion of the staff work area within the reading room. Consequently, the serenity of the reading room is regularly intruded upon by the clamorous delivery of intra-system transit bins and the noises associated with unpacking and processing their contents. The expansion will create a staff work area outside of the reading room proper and so relieve it of much undesirable noise.

The expansion, restoration and renovation will also allow for more flexibility in sound levels by adding wings and a new Winter Garden area to the building. The quiet of the adult reading room on the upper level will be further enhanced by the creation of group study spaces where library users may easily converse without disturbing others. The lower level will contain the relatively higher sound levels associated with children's and teens services as well as the community program room. The two-story Winter Garden will contain the elevator and interior stairway and will be carefully planned to minimize attendant noise.

F. Flexibility and Expandability

The existing Carnegie building, which has been nominated for San Francisco landmark status, is extremely limited in flexibility. The 9th and 10th Avenues facades as well as the ceiling of the main reading room are of prime interest. However, the design for the expansion, which includes two two-story wings (one wing each on the north and south sides) and a Winter Garden on the

10th Avenue side, will provide both flexibility and expansion space. The Richmond Branch Library is almost unique among San Francisco branches in having land available to accommodate a sizable expansion, now and in the future if needed.

G. Functional Relationships

Staff functions are divided into several makeshift sections of the main reading room: An archaic circulation desk; a standard desk serving as a reference desk; a small staff work room that is totally overcrowded and inadequate; and a section of the main reading room crudely carved out for back-of-house duties and functions. Clear lines of sight must be created in the renovated and expanded branch library to increase user ease of access through intuitive approach and appropriate wayfinding signage.

The Branch Manager has no private place for confidential discussions or to think in a quiet atmosphere. The space used by the Branch Manager is in a cramped and dingy work space behind the existing circulation desk and is shared with several other staff members. The present electrical system limits the four staff who work in this area to a single, shared computer. The only staff toilet is located directly adjacent to the Branch Manager's work area and is disquieting to both staff using the toilet as well as to the Branch Manager. In order for Library engineers to gain access to the telecommunications closet, they must move the Branch Manager's desk out to get to the door.

On the lower level, the present configuration of staff work areas in the children's room are haphazardly placed, based upon where electrical capacity exists, rather than on efficiency, customer service or function. At the circulation area, a series of pieces of functionally mismatched furniture has been cobbled together to form a dysfunctional public and staff service area. The two children's librarian's desks are floating in what should be public space. They are each next to a different column that provides electrical and computer power, not because it is the correct location to greet children and parents and offer assistance to them.

There is inadequate space for staff to handle delivery, which currently must be pulled up the outside flight of steps and trucked through the adult reading room to be deposited in the work area. From the point of deposit, two staff members are required to move each bin of transit materials – and there are often over twenty in a day - to a point near a processing workstation. There is minimal space to check items in and out. The movement of materials through the main reading room is dysfunctional, and negatively impacts use of the library by residents attempting to browse or study.

An elevator must be added to relieve staff from having to hand-carry bins full of library materials between floors while negotiating a narrow, congested stairway. Adequate space must be created for staff to handle a heavy volume of materials – returns can exceed 1,000 items per day – in a healthy, ergonomic fashion.

The building is also limited in other functional ways. The narrow stairway that serves as the only interior passage between the floors discourages parents with strollers from expanding their library visit from the children's room downstairs to the adult reading room above. Staff has to negotiate this same awkward passage to carry by hand, from upstairs to down, hundreds of children's materials returned each day via intra-system transit.

The sole, single-occupancy public restroom is regularly overwhelmed by the heavy usage it receives from neighborhood shoppers as well as library users.

H. Site

Site work will include providing a ramped, handicapped accessible entrance to the main reading room on the 9th Avenue side, replacing fences and retaining walls and refreshing the landscape. Improved landscaping is of great interest to Richmond area residents and will be done keeping their needs and ideas in mind.

The landscaping plan developed by the City has been reviewed with the public on more than one occasion. The plan honors the historic Carnegie structure, while insuring ADA accessibility, safety, security and a pleasant variety of elements that will truly create a place of dignity and beauty.

I. Lighting

Current lighting in the main reading room is inadequate as well as totally inappropriate for an historic Carnegie. Banks of gaudy fluorescent lighting have been attached to the once grand ceiling, where originally a series of pendant lighting fixtures hung suspended above library users. Granted, that pendant lighting would not meet today's lighting standards, either. It is a challenge to the architects and interior designers for this project to respond to the need for restored pendant lighting hanging from the original rosette locations in the ceiling, and the provision of uplighting, task lighting, or combinations of approaches to provide appropriate lighting levels for the various activities that will take place within the main reading room. Historic photographs exist of the original interior space of the reading room, including the pendant lighting fixtures. Architects must re-create these pendant fixtures.

Current lighting levels in the children's area on the lower level are woefully inadequate. The environment in this bustling space does not provide appropriate foot-candles for the different tasks and activities that take place in the room. The renovated children's area must provide excellent lighting to allow for ease of use of all library services and collections.

J. Parking

Like many urban areas, San Francisco is a "Transit First" city dedicated to developing a transportation infrastructure that is based on mass transit options that meet the needs of its residents and visitors, is environmentally friendly, and conducive to urban sustainability. Public parking is not a requirement of City spaces or buildings providing public service. The current facility does not have dedicated parking and the new site will not include off street parking. However, the Library remains committed to ease of accessibility for the Richmond Branch Library. There is limited on-street parking on 9th and 10th Avenues and on side streets adjacent to the branch library. There is a metered parking lot across the street near the library on 9th Avenue.

Within 500' of the two entrances are 107 on-street parking spaces ranging from non-metered 15 minute limit to non-metered two hour limit spaces and across the street from the Ninth Avenue entrance is a municipal parking lot with 24 metered spaces. Outside of the 500' but within easy walking distance is a second municipal lot with 27 metered spaces. The commercial area along Clement Street and Geary Boulevard provide additional street parking.

The branch library is served by 10 municipal bus lines and one inter-county bus line, is easily accessible by City thoroughfares, and is surrounded by sidewalks and plentiful street and lot parking. Within 1/4 of a mile of the branch are 43 public transit stops.

VIII. Space Needs Assessment

A. Spaces Summary

The following table lists the spaces needed to meet the library services planned for the Richmond community. This is followed by a discussion of the processes followed to develop this space allocation. A total of 4,000 square feet will be added to the existing library.

Level	Space	Description	Square Feet
U	1.1	Winter Garden and Public Entrance Upper Level	72
U	2.1	Express Checkout & Reserves, Upper Level	154
U	2.2	Adult Service Center, Upper Level	619
U	3.1	Adult New/McNaughton Books Browsing	73
U	3.2	Adult Reference Collection	179
U	3.3	Computers for Adults	472
U	3.4	Adult Circulating Books	1,675
U	3.5	Adult Magazines & Newspapers	396
U	3.6	Adult Audiovisual Media	165
U	3.7	Adult International Languages Collection	731
U	3.8	Study Room A	94
U	3.9	Study Room B	94
U	3.10	Copy Center	68
U	4.1	Branch Manager's Office	90
U	4.2	Adult Services Staff Workroom	585
U	5.1	Custodial Closet, Upper Level	in GSF
Upper Level Subtotal			**5,467**
L	10.1	Winter Garden and Public Entrance Lower Level	24
L	10.2	Materials Return Room	in GSF
L	10.3	Program Room	724
L	10.3.1	Program Room Storage	55
L	10.4	Public Restrooms	in GSF
L	10.5	Family Restroom, Children's Area	in GSF
L	11.1	Express Checkout, Lower Level	114
L	11.2	Children's Service Center, Lower Level	341
L	11.3	Children's Reference, New Books & Magazines	175
L	11.4	Computers for Children	197
L	11.5	Children's Circulating Books	934
L	11.6	Children's Audiovisual Media	74
L	11.7	Children's Picture Books	541
L	12.1	Teen Area	576
L	13.1	Children's Services Staff Workroom	402
L	13.2	Staff Break Room	208
L	13.3	Staff Restroom	in GSF

Level	Space	Description	Square Feet
L	14.1	Custodial Closet, Lower Level	in GSF
L	14.2	Telecommunications Room	in GSF
L	14.3	Mechanical Room	in GSF
Lower Level Subtotal			**4,365**
		Total Assignable Square Feet, Upper Level:	5,467
		Total Assignable Square Feet, Lower Level	4,365
		Total Library Assignable Square Feet	**9,832**
		Total GSF @ 70% net-to-gross:	**14,046**

B. Collections and Shelving

Collections as currently presented at Richmond are not synchronized with community needs as well as they could be if the configuration and physical design within the structure were different. Design flaws prevent flexible collection siting. The community needs more and/or different collection space dedicated to teens, languages (in particular Chinese and Russian), audio visual materials, and new books, for instance. Display and merchandizing of collections is extraordinarily challenged in the present structure. The expanded, restored and renovated building must provide appropriate collection percentages devoted to needs identified by the community. Additionally, the collections need to be housed in inviting display and standard library shelving.

The new collections will, in fact, reflect a community needs balance within the collection categories, subcategories and formats as determined to meet the needs of the community identified in the *Richmond Branch Library Community Library Needs Assessment*. The collection will grow by 20% from the current 70,843 items to 85,645 items. International Languages will comprise a significant portion of the collections, for example, 28% of the adult book collection. AV Media equals 15% of the total collection.
- The book collection is 65% adult, 6% teen, and 29% children's
- The AV media collection is 69% adult, 7% teen, and 24% children's

The San Francisco Public Library has dedicated $50,000 for targeted collection development of an opening day collection. These funds are in addition to the approximately $112,000 annual collection development budget for Richmond.

The collections planned for the Richmond Branch Library are outlined in the appendices: *Richmond Branch Library Collection Growth Plan* (Appendix H); *Richmond Branch Library Collections and Shelving* (Appendix J); and *Richmond Branch Library Programmed Shelving Types* (Appendix K).

The charts in the appendices also indicate planning assumptions regarding:
- Percentage of each collection on shelf
- Items per linear foot
- Types of shelving for each format
- Aisle widths
- Square feet needed for each collection

These assumptions are based on the recommendations of recognized planning authorities, including the work of Raymond Holt, Joseph Wheeler and *Building Blocks for Planning Functional Library Space* authored by the Library Administration and Management Association, Buildings and Equipment Section.

C. Reader Seats

The building program calls for 71 seats including the group study rooms but excluding the community program room. The seating distribution chart is included in the appendices as *Richmond Branch Library Reader Seating* (Appendix L). This chart includes the number, type and allocation of all reader seating proposed for the library. Seating types include chairs at tables, lounge chairs, lounge chairs with tablet arms, window seats, and children's floor seating. The square footage allocations are as follows:

Adult and Children Table Seating	25 square feet per seat
Lounge Chairs	35 square feet per seat
Teen Round Table	22.5 square feet per seat
Window Seats	19 square feet per seat
Group Study Seats	22.5 square feet per seat
Toddler Table Seats	22.5 square feet per seat
Children's Floor Seating System	10 square feet per seat
Children's Banco Seats	18 square feet per seat
Parent/Child Lounge Chair	45 square feet per seat

Building Blocks for Planning Functional Library Space was used as a basis for these calculations.

D. Technology

The use of technology for the Richmond Branch Library will maximize library service opportunities, bringing the library into the 21st century. The presence of technology will be ubiquitous and seamless in the expanded, restored and renovated library. Technology will be appropriately integrated into library services, and library services integrated into technology.

The 21 public access computers, up from the current 8 public access computers, and the supporting printers and scanners are detailed in the *Richmond Branch Library Computers and Other Public Equipment* chart (Appendix M). This appendix also lists the four Express Checkout machines planned for the facility. All staff workstations at service desks and in workrooms will have computers and appropriate supporting equipment. Routers, servers, telecommunications equipment and other items associated with the central support of technology within the facility will be located in a Telecommunications Room.

The Program Room will be available for multiple uses, due to the maximizing of technology in the infrastructure with an underfloor access system. The community will be encouraged to make full use of the Program Room, combined with programs and classes that the library will either present or sponsor. The Program Room will enable the library to meet the identified needs of the residents for computer training, homework assistance, tutoring, literacy activities, ESL classes, Story Time and other children's programs, and programs to engage teenagers. Additionally, the Program Room will serve to help the community realize the strong need from the *Richmond Branch Library Community Library Needs Assessment* for the library to be a commons and major focal point for the community.

Sit down public computers have been assigned 35 square feet and two-person computers have been assigned 45 square feet, as have the Express Checkout stations. The allocation for one-person workstations is from *Building Blocks for Planning Functional Library Spaces*. The two-person allocation is based on experience.

E. Staff Offices and Workstations

Great attention has been given to designing appropriate workspaces since the lack of them in the facility as currently configured seriously inhibits the staff from functioning at their maximum efficiency. As a two-story branch, the need for staff workstations in the public areas and behind the scenes on both levels is unavoidable. The upper level will house adult services and handle the majority of the materials including major Chinese and Russian collections. The lower level will house children's services and the teen room, although the non-fiction for teenagers will primarily be interfiled with the adult collection.

The upper and lower levels will each have a combined circulation/information Service Center. The Service Centers on the upper and lower level will have four staff counter positions at each desk. Each desk will be comprised of one station for circulation, one for reference, and one to serve the dual purpose of either circulation or reference as the flow of library users will determine during the course of any given day. Two Express Checkout stations on each floor will augment the service positions.

The addition of an elevator will greatly facilitate movement of library users, staff and materials between the two levels. Delivery staff will enter on the lower level adjacent to the elevator and take the majority of the materials to the larger, upper level staff workroom which is also adjacent to the elevator.

Back-of-house workstations will include the branch manager's office and a workroom on each level. The Branch Manager will, for the first time, have a private office which will allow for confidential conversations with individual staff members as well as members of the public. An office of approximately 90 square feet is recommended, with a desk with workstation, visitor chair, shelving unit and lateral file.

The upper level workroom for adult services staff will be 585 square feet and will include seven modular workstations—four will be librarian's workstations, and three will be clerical workstations. The lower level workroom for children's services staff will be 402 square feet and include three librarian's work stations and a clerical work station as well as a programming preparation area. Workroom staff workstations are recommended in the following dimension: 6' x 6' plus 25% circulation based on recommendations in *Building Blocks for Planning Functional Library Space.* Part time staff will share workstations and computer access as per their work schedule.

As an outcome of the *Richmond Branch Library Community Library Needs Assessment*, a key focus will be placed on services to children and youth. The Library has determined that a new .5 Teen Librarian will be placed at Richmond to facilitate the needs of the community and support the new Teen Area on the first floor. Additionally, the San Francisco Public Library has, over the past few years, launched a new city-wide focus on the provision of services to teens and youth-at-risk. This includes the addition of new Teen Librarian positions over time that are placed strategically to serve geographic service areas. Therefore, the Richmond Branch Library will benefit from a regional Teen Librarian as well as the .5 Teen Librarian specifically assigned to

the Richmond Branch Library. No additional significant modifications to the staffing organization are expected.

Listed below are staff at Richmond by classification at point of re-opening. Total staffing currently is 16.025. The new staffing organization identifies 16.525 FTE.

Classification	Title	Full Time Equivalency
3602	Library Page	Part Time, 15 hrs/wk (0.375 FTE)
3602	Library Page	Part Time, 15 hrs/wk (0.375 FTE)
3602	Library Page	Part Time, 15 hrs/wk (0.375 FTE)
3602	Library Page	Part Time, 15 hrs/wk (0.375 FTE)
3602	Library Page	Part Time, 15 hrs/wk (0.375 FTE)
3602	Library Page	Part Time, 15 hrs/wk (0.375 FTE)
3602	Library Page	Part Time, 15 hrs/wk (0.375 FTE)
3602	Library Page	Part Time, 18 hrs/wk (0.45 FTE)
3602	Library Page	Part Time, 19 hrs/wk (0.475 FTE)
3602	Library Page	Part Time, 19 hrs/wk (0.475 FTE)
3610	Library Assistant	Full Time, 40 hrs/wk (1 FTE)
3610	Library Assistant	Part Time, 20 hrs/wk (0.5 FTE)
3610	Library Assistant	Part Time, 20 hrs/wk (0.5 FTE)
3610	Library Assistant	Part Time, 20 hrs/wk (0.5 FTE)
3610	Library Assistant	Part Time, 20 hrs/wk (0.5 FTE)
3616	Library Technician I	Full Time, 40 hrs/wk (1 FTE)
3618	Library Technician II	Full Time, 40 hrs/wk (1 FTE)
3630	Librarian (Children's)	Part Time, 20 hrs/wk (0.5 FTE)
3630	Librarian (Children's)	Full Time, 40 hrs/wk (1 FTE)
3632	Librarian II (Children's)	Full Time, 40 hrs/wk (1 FTE)
3630	Librarian (Teen Services)	Part Time, 20 hrs/wk (0.5 FTE)
3630	Librarian (Adult Services)	Part Time, 20 hrs/wk (0.5 FTE)
3630	Librarian (Adult Services, English/Russian Bilingual))	Full Time, 40 hrs/wk (1 FTE)
3630	Librarian (Adult Services, English/Chinese Bilingual)	Full Time, 40 hrs/wk (1 FTE)
3632	Librarian II (Adult Services)	Full Time, 40 hrs/wk (1 FTE)
3634	Librarian III (Branch Manager)	Full Time, 40 hrs/wk (1 FTE)

F. Program Room

A 50-seat program room is recommended to support the library's service goals to meet the community's expressed needs to have a meeting space for library programming and community group meetings and to continue and expand the focus on services for children and teens. A door in the Program Room will provide a connection to the outdoor patio and can serve as an integral part of the use of the programming space, allowing participants to spill out onto the patio as part of planned functions. This provides part of the response to the community for a direct flow and connection from inside the library to the park-like environment outside.

The Program Room will be available for multiple uses, due to the maximizing of technology in the infrastructure with an underfloor access system. The community will be encouraged to make full use of the Program Room, combined with programs and classes that the library will either present or sponsor. The Program Room will enable the library to meet the identified needs of the residents for computer training, homework assistance, tutoring, literacy activities, ESL classes,

Story Time and other children's programs, and programs to engage teenagers. Additionally, the Program Room will serve to help the community realize the strong need from the *Richmond Branch Library Community Library Needs Assessment* for the library to be a commons and major focal point for the community.

It is expected that the Library staff and the community will use this space for informal as well as more formal events and so may need to move smoothly from an auditorium-style set-up to tables and chairs to facilitate discussions, hands-on programs and other interactive activities. An adjacent, enclosable refreshment preparation area is included.

The room will be equipped with adjustable lighting levels and a ceiling mounted video projection system. The room will be wired and cabled to support a variety of audiovisual and telecommunications activities including a variety of computer classes, Internet and online research instruction, cable TV reception, distance learning events, video programming and interactive demonstrations of online resources.

The meeting room seating is allocated 12 square feet per chair; *Building Blocks for Planning Functional Library Space* recommends 10-12 square feet per seat. The selection of 12 feet per seat will allow more flexibility in set up and room use.

G. Study Rooms

The two four-person group study rooms on the upper level will provide, for the first time, places for a small group to work together or for tutoring to take place in privacy, a need identified through the *Richmond Branch Library Community Library Needs Assessment*. The study rooms are located adjacent to one another and will include underfloor access flooring to provide flexible use of technology.

H. Winter Garden

The Winter Garden is conceived as a glass addition to the west façade of the building, allowing the preservation and visual presence of the Carnegie façade and entryway as mandated by its historical significance, while allowing for the movement between floors via elevator and stairway, access to the program room and the Children's Room, the public restrooms and space for community information on both the upper and lower levels, a strongly expressed community need. This glass enclosed two-story Winter Garden will bring a thoughtful connection to nature, the play structure, and the landscaped park-like setting surrounding the library, while allowing for appropriate circulation space for library users.

H. Non-Assignable Space

The building program for the expansion, restoration and renovation of the current 9,820 square foot two-story Richmond Branch Library, a 1914 Carnegie building, includes an addition of 4,000 square feet. The gross square feet will be 13,820. The assignable square feet will be 9,845; 5,592 square feet on the upper level and 4,253 square feet on the lower level.

Twenty-eight and one-half percent of the gross square footage or 3,975 square feet, has been set aside as unassignable space since this is a remodel and expansion requiring seismic bracing and meeting ADA accessibility standards as well as preserving the historical nature of a somewhat inflexible building. The unassignable space includes the building's mechanical room, custodial

closets, telephone/electrical room, storage space, restrooms, circulation space throughout the facility and other elements of the building not listed in the Spaces Summary as one of the building's assignable spaces.

The 70:30 assignable/unassignable ratio is within the guidelines proposed in *Building Blocks for Planning Functional Library Space.*